Waste storage and collection: guidance for developers

Supplementary Planning Document



Wiltshire Council

Where everybody matters

Waste storage and collection: Supplementary Planning Document

Contents

0.1 Version history 2
0.2 List of contributors and consultees ..... **Error! Bookmark not defined.**
0.3 Consultation process 4
0.4 Updates to this document 4

1. Introduction 6

2. Wiltshire Council's waste strategy and service delivery 8

3. How to use this guidance 11

4. Vehicle access 13

5. Waste storage and collection for residential developments 15

5.1. The collection service for individual houses 15
5.2. Collection points 15
5.3. Routes to collection points from external storage space 18
5.4. External storage of waste 20
5.5. Internal storage of waste 22
5.6. The collection service for apartments 23
5.7. Care homes and sheltered accommodation 30
5.8. Collections while developments are under construction 31
5.9. Unadopted roads 32

6. Waste storage and collection for commercial developments 34

6.1. The collection service for commercial properties 34
6.2. Collection points 35
6.3. Routes to collection points from external storage 35
6.4. External storage of waste 36
6.5. Internal storage of waste 36

7. Waste storage and collection for mixed-use developments 36

8. Planning applications 37

9. Communication with the waste management services department 38

10. Section 106 agreements, including contributions 39

11. Contacts 41

Bibliography 42

Appendices 43

Appendix A Collection vehicle dimensions 44
Appendix B Example tenancy agreement terms 45
Appendix C Sample indemnity letter 48
Appendix D New development protocol 50
Appendix E Template wording for section 106 agreements 53

0.1 Version history

Table A

Version number	Status	Summary of changes	Date published
1.0	First published version	N/A	March 2011
2.0	Revised draft circulated internally to enhance the technical content	• Structure amended. Further details added to sections 2 to 8 to reference the updated waste strategy and to relate Wiltshire's requirements to documents published by ADEPT and DfT (as referenced in the body of the guidance below).	October 2012
2.1	Draft circulated internally prior to submission to waste management services strategic management team	• Significant revisions to section 5.7 and section 9 to reflect current operational practices and HSE advice and minor amendments to other sections.	February 2013
2.2	Updated draft (post waste strategic management team email approval to proceed)	• Amendment to the size of containers provided to flats for certain materials to reflect Hills' approach (Table 3) and to the associated contributions requested.	April 2013
2.3	Draft updated to accommodate some further lessons learned from applying this guidance to planning applications and to incorporate service changes which take effect in 2015	• Additional references to Defra's Quality Action Plan added. • Changes to the description of the garden waste service and how s106 contributions would deal with this change.	May 2015
2.3.1	Draft updated after first round of internal consultation responses to update the policy context	• References to policies updated • Further minor amendments to clarify requirements • Addition of Figure 1 to illustrate effect of poor bin storage arrangements	June 2015
2.3.2	Draft updated after further round of internal consultation responses	• Sketches added throughout the document to illustrate design requirements • Clarification added to sections 1.1, 2.3, 10.1, 10.2 and 10.4 regarding the criteria for seeking s106 contributions. Addition of a new section 10.3 to outline infrastructure requirements for major developments, with an associated estimation of costs added to section 10.4 • Updated reference to relevant regulations in section 6.1.2 and in	January 2016

		new paragraph 5.6.9.6 • A new paragraph 5.7 is added to provide specific guidance on care homes and sheltered accommodation • Comments from urban design colleagues have been accommodated in sections 4.2, 4.6, 5.2.1, 5.4.5, 5.6, 6 (to clarify information on distances and space requirements, to replace cross references with text and to increase information on security of bin stores) • Updates to Table 4 to include more building types • Further cross references to council policies and strategies and to HSE guidance • Other minor proof reading amendments, updates of the bibliography and enhanced cross-references within the document. • Front and rear cover added	
2.3.2	Final draft post consultation to be considered for adoption	• Information about the external consultation added to paragraph 0.2 • Paragraph 0.3 clarified so that the limited extent of the potential for the document to be updated but not consulted upon is explained further • Update to paragraph 1.1 to further explain the purpose of the document • Further information on the policy basis for the need for the SPD in paragraph 1.3 • Addition of paragraph 3.10 to account for consultees' concerns about the lack of flexibility in relation to the measurements listed in the guidance. • The distance between that a resident can be expected to carry their waste containers has been increased to 30m as a result of feedback (in paragraph 4.1, 5.3.1, 6.3.2 and in Figure 4 to Figure 11. • Amendment to paragraph 4.2 to align with the specific wording in *Manual for Streets* • Removal of reference to the minimum garden footprint in paragraph 5.4.3 • Guidance in relation to internal storage in paragraph 5.5 has been changed to say developers "could"	

		rather than “should” adopt the guidance suggested, as there is no policy basis to require internal storage. • Paragraph 5.8.4 has been amended and Table 4 removed, as its inclusion was not understood by consultees. • Paragraph 8.3 has been updated to make clear why we seek further contact from developers and to confirm that this is not seeking to revisit planning permissions. • Appendix A has been updated to clarify why larger vehicles are used and to show how much of a total vehicle width is as a result of ancillary equipment, such as wing mirrors and lifting equipment. • Inclusion of detail for Appendix B, Appendix D and Appendix E	

0.2 Consultation process

An internal consultation took place in May and June 2015. In response, the document was amended as indicated in Table A above.

A consultation with planning professionals was run for four weeks between 15 June and 13 July 2016. This was the first formal engagement with developers and agents on the document. Once the requirement to consult was identified, the consultation itself was delayed until adoption of Community Infrastructure Levy and the Planning Obligations Supplementary Planning Document (SPD) came into effect. These policies had the potential to affect the drafting of the SPD, so it was decided to await the outcome before finalising the draft SPD.

The document was updated to take account of consultation feedback and was presented to Cabinet in [November 2016]. Full Council considered the matter in [January 2016] and [detail the outcome].

While the general public had the opportunity to engage in the external consultation, their views have been captured over a number of years and have directly led to the development of this document. The council has worked with residents at new developments who have struggled to access services due to layouts of new developments not facilitating access to waste services.

0.3 Updates to this document

In the guidance below there are a number of signposts to potential changes to this document to take account of projects currently being undertaken by the council.

Where such changes are brought into effect, the council will publish an updated version of the guidance on its website. Any such revised version can be issued to any consultees listed in section **Error! Reference source not found.** above at the time and will be available to any new applicants at such time on the website.

A further consultation would not be required in the circumstances set out above, as such changes would simply affect what materials are presented in each bin but would not necessitate a change to the quantity of bins required, and so there would be no material impact on the space required for storage of bins, for example. The document would only be issued for further consultation where substantial changes were made to the planning policies that underpin this document or where a change in collection system altered the amount of space developers would have to allow for the storage of containers, for example.

Where more substantial changes are made that would affect the amount of space given up for waste infrastructure, the council would seek to consult with developers and agents.

1. Introduction

1.1. The aims of this document are to:

- support the interests of the council's Waste Management Service and delivery of the principles of the Wiltshire Council Waste Management Strategy[1] by offering guidance to developers on how to ensure space for waste management is integrated into the designs of all developments and that vehicular access is suitable for Wiltshire Council's fleet, thereby enabling services to be delivered safely, efficiently and in compliance with regulations
- embed the consideration of the issues associated with the management of waste in accordance with the adopted policies of the Council's local development plan
- to outline the requirements of Wiltshire Council in its capacity as the waste collection authority and within the scope of its powers and duties under Sections 46 and 47 of the Environmental Protection Act 1990, in accordance with paragraph 0.2 of Approved Document H6
- provide developers with advice on how to meet local plan policy requirements relating to the need to ensure that waste generation is minimised and appropriately addressed prior to the construction and occupation phases in line with the planning process, thus avoiding problems for residents and the council post-construction and helping developers make successful applications
- address, and propose solutions for, problems identified by residents of new developments by offering guidance that designs out the causes of these problems
- provide an appropriate means of calculating section 106 contributions for each new development where the requirements of the Waste Management Service are considered to be directly related to development proposals and where the development meets the criterion in section 10.2, which will support infrastructure delivery
- enable the council to demonstrate that it is actively putting control measures in place to mitigate the risks of operating at new developments, in order to meet its statutory duty to protect the health and safety of employees and members of the public.

1.2. As part of the ongoing process of delivering a planned approach to sustainable development in the county, the council is required to detail, where it is considered lawful[2] to do so, the waste and recycling collection contributions required as part of the section 106 provision for all new developments (see section 10 below). This requirement sits alongside the council's other legal obligations, such as how we

[1] Updated and approved by Cabinet in November 2012 (decision published here). Principle 2.6 of the strategy states that the council will "promote provision for collections to take place safely and efficiently in the design of areas of new development". See section 2.1 below for further information.
[2] Community Infrastructure Levy Regulations, 2010 [as amended]; Regulations 122 / 123; and paragraph 204 of the National Planning Policy Framework

manage waste in order to increase the rate of recycling that our residents achieve and to reduce the reliance on the unsustainable option of landfill.

1.3. The Wiltshire Core Strategy identifies sustainable waste management facilities as "essential components of daily life and therefore critical to delivering our strategic goal of building more resilient communities"[3]. Closely aligned to this policy is the principle that waste management in new developments should not adversely affect the quality of life for residents and other users of the space, which supports the council's vision of creating resilient communities.

1.4. The Association of Directors of Environment, Economy, Planning and Transport (ADEPT) publication 'Making Space for Waste: Designing Waste Management in New Developments' summarises this point by stressing that "it is important not to underestimate how [...] poor planning and design can have a detrimental effect on the quality, character and function"[4] of a development. While the council's experience at some developments bears out the point made by ADEPT, there is great potential to improve residents' quality of life through the design process if waste collection services function seamlessly. The work of developers has – and will continue to have – a significant impact on delivery of the council's business plan aim to "ensure everyone lives sustainably in a high-quality environment"[5].

1.5. Waste management should not adversely impact upon users of developments if developers use the guidance in this document. Adopting the principles of this guidance at the earliest stage of the design process will avoid circumstances which the waste department sometimes encounters where a development is constructed with inadequate waste storage solutions, unsuitable collection points, insufficient access to vehicles or a combination of the three. In these circumstances the quality of life for residents suffers, the cost to the council of delivering waste services increases and it is far more difficult to encourage participation in established recycling schemes. An example of an area which has caused complaints from residents about the impact of waste storage arrangements is shown in Figure 1. The guidance here aims to assist developers to integrate waste collection services into the design process.

[3] Wiltshire Core Strategy, CP3, paragraph 4.41
[4] Making Space for Waste: Designing Waste Management in New Developments, ADEPT, p.16
[5] Wiltshire Council Business Plan 2013-2017, p.6.

Figure 1 - example of unsightly bin storage arrangements that impact on residents

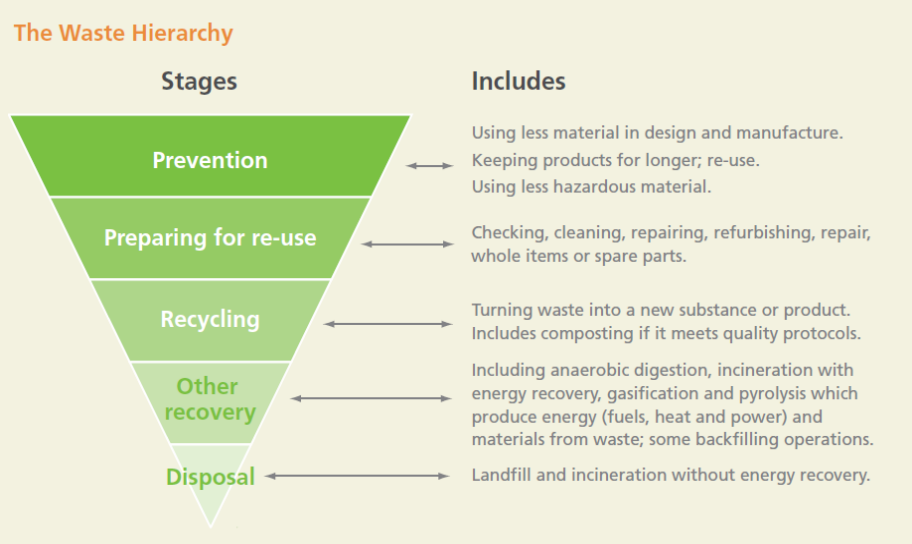


1.6. All references to Wiltshire Council in this document should be taken to include any contractors delivering services on its behalf where relevant operational issues are being discussed.

2. Wiltshire Council's waste strategy and service delivery

2.1. Wiltshire Council's waste strategy seeks the significant reduction of waste to landfill, with greater emphasis upon reducing household waste and increasing the proportion that is either recycled or composted. The strategy was updated and approved by the council's cabinet on 6 November 2012. It continues to be based upon the key principles of the waste hierarchy (shown in Figure 2), which seek to optimise the use of the most beneficial methods of landfill reduction. The waste hierarchy gives the highest priority to preventing waste in the first place. When waste is generated, it gives priority (in order) to preparing it for re-use, then recycling, then other recovery (e.g. energy recovery), and last of all disposal (e.g. landfill).

Figure 2: the waste hierarchy (source: 'Government Review of Waste Policy in England 2011', Defra)



2.2. The separate collection of recyclable and compostable waste materials from the kerbside is a key component of the implementation of the strategy. Wiltshire is already well provided for in respect of household recycling centres. The kerbside collection service has been the priority for service development since Wiltshire Council was formed in April 2009.

2.3. Among the initial objectives of the new council was the provision of the same waste and recycling collection service in all areas. Wiltshire Council's Cabinet approved these service changes in October 2010 and it also decided that section 106 contributions should be sought where, in the light of the Community Infrastructure Levy Regulations it is considered lawful to do so, to cover the cost of providing waste containers at new residential developments (details on the threshold at which section 106 contributions are sought is set out in section 10.2). Policy support for seeking developer contributions towards the provision of waste management facilities is provided by the adopted Wiltshire Core Strategy, Wiltshire and Swindon Waste Core Strategy and the Wiltshire Planning Obligations Supplementary Planning Document (see paragraph 10.1 for further details).

2.4. The service changes referenced in section 2.3 were implemented during 2011-12 to create a harmonised kerbside collection scheme, which included additional recycling services alternating with a fortnightly collection of residual (general) waste. In agreeing this service, the council has brought forward its target for recycling. In addition, the provision of bins, and the services required to support waste collection, is a burden on the council that can often be directly related to new developments and hence firmly within scope for financial contributions to be made through s106 agreements.

2.5. In 2014, the council closed many of its remaining local recycling sites (i.e. bring facilities often located at locations such as supermarkets) due to the

comprehensive kerbside collection service offered to residents, leaving 14 operational sites.

2.6. The detailed specifications associated with the collection of waste from residential developments set out in Section 5 reflect the harmonised kerbside collection services. These services will help to deliver the objectives of the council's waste strategy and provide a mechanism for supporting the implementation of adopted local development plan policies.

2.7. The provision of alternating weekly collections of residual waste and kerbside collections of multiple recyclable materials, in addition to the option for residents to use the chargeable garden waste collection service, are intended to enable the council and residents to reach the targets for recycling and diversion from landfill. The withdrawal of the local recycling sites has further increased the importance of the new kerbside collection services for achieving these targets.

2.8. In order to ensure that these objectives continue to be attainable, it is vital that new buildings are designed and constructed to enable waste to be segregated for recycling and composting, and to be stored and collected in a way that is practicable for all parties involved. Further to the publication of the Council's waste strategy, the focus on improvement at both EU and national level for waste management concerns an improvement in the quality of recyclable material captured. By following the guidance in this document, developers will embed the capture of high quality recyclable material into the design process. Following this guidance is therefore essential to ensure that the Council is able to meet the requirements of the EU revised Waste Framework Directive, any regulations transposing this into UK law and any guidance documents, such as Defra's Quality Action Plan.

2.9. In September 2013 the council published an OJEU notice that commenced a procurement process to invite tenders to deliver its waste management and collection services from August 2017 onwards. As part of the process, the council will amend its collection model to further enhance the quality of recyclable materials captured. At such time minor changes to this document may be required to update tables listing the type and quantity of containers to be used by residents. However, much of the technical content of this document will not require amendment as it will be unaffected. For example, large vehicles will still need to access properties in the same way and residents will still generate broadly similar amounts of waste and will require adequate storage space as set out in this document. The level of contributions set out in section 10 may adjust slightly to take account of any change to the type and quantity of containers issued to residents.

2.10. The council would also like to see non-residential buildings designed, constructed and managed in a way that better facilitates the recycling of waste, to assist with reducing the reliance on landfill and to improve sustainability in the county. Many of these aspirations can and will be delivered through the execution of local development plan policies relating to good design. On these matters, this

document intends to assist the development management process by assisting pre-application/planning application processes in a pro-active manner.

3. How to use this guidance

3.1. This document will help all those involved in the design and management of buildings (and wider development sites) to produce waste management strategies that best facilitate the storage/movement of waste; and maximise the amount which can be sent for recycling, thereby diverting it from landfill.

3.2. It is a material planning consideration that developers are aware of the waste that will be generated by their developments once occupied, a point that is made clear in Policy WCS6 of the council's adopted Waste Core Strategy[6]. Policy WCS6 also requires new development to have regard of the council's municipal waste strategy. To demonstrate that due consideration has been given to the council's waste strategy – specifically, consideration of waste generation and of the feasibility of delivering safe and efficient services – developers' proposals should satisfy all of the requirements of this document.

3.3. The guidance intends to help developers produce successful waste management strategies at an early stage. The content reflects the guidance and requirements of a number of sources, such as the Approved Document to Part H of Building Regulations (as amended from time to time) and BS 5906:2005 (see the Bibliography for further information), so following the guidance should allow developers to comply with a number of regulatory requirements. It also aims to translate the lessons learned through operational delivery into practical suggestions for how to improve access to waste collection services through the design process, which helps to contribute to successful delivery of the council's business plan aim referenced in section 1.4.

3.4. As previously outlined, this document also serves to ensure that developments enable collection vehicles and crews to access collection points in accordance with Wiltshire Council's development plan policies and to provide sufficient internal and external storage for waste and waste containers in line with the council's application of its powers under sections 45, 46 and 47 of the Environmental Protection Act 1990. Paragraph 4.38 of the Wiltshire Council Core Strategy[7] states that "It will be important that all new development proposals build safeguards into schemes to protect and enhance appropriate services and facilities, including […] waste management services." These safeguards come in the form of designing waste services in from the outset of the application process, taking account of the information in this document to ensure sufficient space is available.

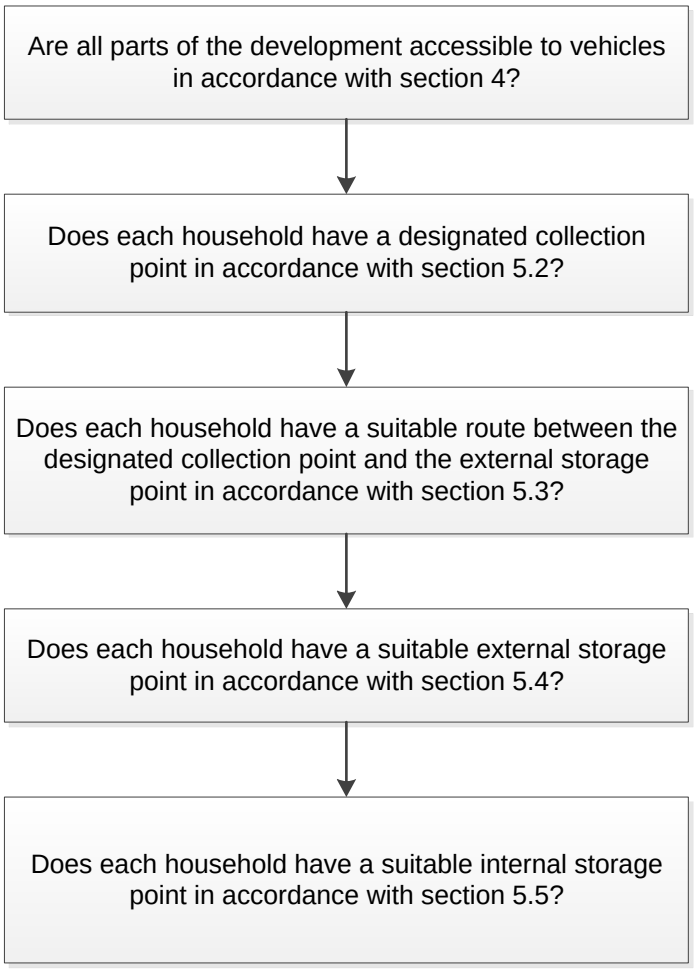
3.5. Sections 5 to 7 below outline separate guidance on storage and collection arrangements for residential developments, commercial developments and mixed-use developments respectively. The requirements for vehicle access set out in

[6] Wiltshire and Swindon Waste Core Strategy, July 2009 (available here)
[7] Wiltshire Core Strategy, January 2015 (available here)

section 4 apply to all types of development. For residential developments, this document differentiates the arrangements for houses and apartments, as the requirements for communal facilities for apartments differ from the approach taken for individual houses (see section 5.6 for further information on the service for apartments).

3.6. The structure of the following sections aims to set out the steps required to allow successful delivery of waste collection services to be built into the design process, from considering vehicle access through to allocating storage space within a property for waste and recycling. As an example, the process that should be followed for an individual household (as distinct from apartments) is shown in Figure 3.

Figure 3



3.7. While this guidance primarily focuses on new developments, it is also applicable to developments at existing properties where waste and recycling storage will be affected, such as extensions or alterations to existing properties.

3.8. This document is part of an evolving process to develop best practice guidance for the design and management of buildings in Wiltshire and should be read within the context of other Wiltshire Council policies, guidance and legislation.

3.9. It has been developed in accordance with the list of contributors and consultees stated in section **Error! Reference source not found. Error! Reference source not found.** and in line with the process set out in section 0.2.

3.10. In responding to planning application consultations, the council will use the guidance here to establish whether waste services can be delivered sustainably. In the majority of applications, the council expects that submitted plans will adhere to the guidance set out in this document. However, officers will use discretion where specific circumstances at a site require minor deviation from the guidance in order to make a proposal feasible. Where alterations to listed buildings are proposed, the council will accept divergence from the guidance but recommends that applicants engage with the council as early in the design process as possible so that each party can understand the limitations that affect the application.

4. Vehicle access

4.1. One of the main barriers to the integration of waste management facilities into new developments is insufficient vehicle access for refuse collection vehicles (RCVs). Where vehicles cannot access collection points, there is an adverse impact on the streetscene because waste containers have to be presented at locations that are not designated as waste collection points (see Figure 1 for an example). In addition to detracting from the attractiveness of an area, such inadequate arrangements may also require residents to carry their waste in excess of the 30m stated in Part H of the Building Regulations, as detailed in section 5.3.1 below. In addition, vehicle movements generate health and safety risks which need to be minimised through the design process. Health and Safety Executive guidance states that "Containers for waste and recyclables should be placed in locations that minimise the need for difficult vehicle manoeuvres"[8]. Developers need to help the council manage its health and safety performance by ensuring that vehicle access meets the requirements set out in this document.

4.2. Reversing RCVs cause a disproportionately large number of accidents in the waste and recycling industry. These moving-vehicle accidents often cause severe or fatal injuries to workers or members of the public. Plans should aim to eliminate (where possible, or substantially minimise where not) the amount of reversing required by RCVs with collection routes designed to operate in a forward gear. Where reversing is necessary, developers should work within the stipulations of BS 5906:2005, Waste Management in Buildings, which states that, where unavoidable, reversing distances should not exceed 12m. Longer distances may be considered in exceptional circumstances where the route is straight and free from obstructions, as noted in paragraph 6.8.8 of 'Manual for Streets'. The overuse of cul-de-sacs, often in the form of private drives, increases the risks associated with reversing. The council can operate on private land subject to section 5.9 below and where suitable vehicle turning room is provided, where carry distances for collection crews (see section 4.4) and occupiers (see section 5.3.1 below) are

[8] *Waste and recycling vehicles in street collection*, Health and Safety Executive, 2014

minimised, in accordance with the council's duty to safeguard the health and safety of employees and Part H of Building Regulations respectively. Minimising risk in this area should be critical to any consideration of movement and circulation in the development.

4.3. The council requires vehicle tracking to be included in each application to assess layouts for accessibility. This tracking should not be undertaken on the basis that parking on the street is absent, as this would not truly reflect the 'live' accessibility for the street. Instead the tracking should demonstrate how the vehicle can access the development when cars are parked on the street. For the purpose of generating the tracking information, developers should use the information about the council's vehicles used for waste collection (included here in Appendix A). Further, developers should note that BS 5906:2005 recommends a minimum street width of 5m for waste collection vehicles.

4.4. Vehicles should be able to approach collection points so that a waste collection operative can collect containers from a collection point that abuts a footway designated for public use. The greatest distance over which a waste collection operative should move is 10m. Generally waste collection points will be at the curtilage of each property where it meets the highway, as described above and detailed further in section 5.2, so it should be rare that the distance approaches 10m. The waste management service would not support applications where all collection points are at the maximum limit of 10m, as the efficiency of collection operations would be significantly reduced.

4.5. At any collection point, space at the rear of the collection vehicle should be sufficient to allow efficient and safe operation. ADEPT recommends a minimum working area of 3.5m width and 4m length, while sufficient vertical clearance should be allowed at all times, taking account of the information provided in Appendix A.

4.6. As intimated in section 4.1, another major impediment to the successful delivery of waste collection services is parked cars preventing RCVs from accessing collection points. The cars that cause the problems are often parked outside of allocated parking areas by residents who want their cars closer to their front doors. When considering access for RCVs, developers should consider the impact of residents' parking habits to ensure that cars parked outside of allocated areas will not obstruct access to RCVs. To that end, unbroken lines of on-street parking should be avoided on streets where waste collection will take place. The requirement in section 4.4 regarding carry distances for waste collection operatives requires careful consideration in relation to how parking spaces are laid out.

4.7. Road surfaces (including manhole covers) at all parts of a development where RCVs are expected to operate must be able to bear the weight of a fully laden vehicle, which weighs up to approximately 32 tonnes.

5. Waste storage and collection for residential developments

5.1. The collection service for individual houses

5.1.1. Wiltshire Council's harmonised waste collection service is summarised in Table 1.

Table 1

Materials collected	Container type	Size	Quantity	Collection frequency
Residual waste	2-wheel bin	180 litre	1[9]	Fortnightly
Plastic bottles and cardboard (co-mingled)	2-wheel bin	240 litre	1[10]	Fortnightly
Paper, glass, cans, foil and textiles (kerbside sort)	Kerbside box	55 litre	2	Fortnightly
Garden waste (opt-in, chargeable service)	2-wheel bin	180 litre	1[11]	Fortnightly

5.1.2. Any storage areas, both internal and external, must take account of the materials that residents are able to recycle through their kerbside collection scheme, as listed in Table 1.

5.1.3. The sections below detail how waste management should be integrated into the design process working back from the collection point all the way through to internal storage of waste within a property. An example of the process is shown in Figure 3 above.

5.1.4. For new developments only the container types listed in Table 1 can be used for the services. The only exception permitted is where six or more flats are situated together in a block, in which case communal containers may be issued in accordance with section 5.6.

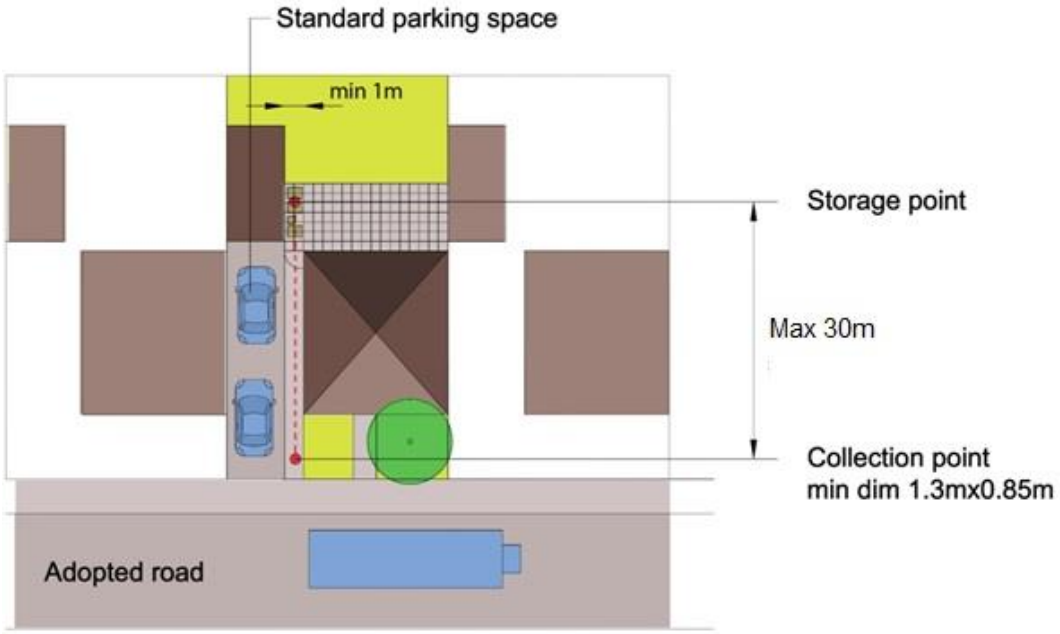
5.2. Collection points

5.2.1. Wiltshire Council collects waste containers from where the boundary of a property meets the public highway (i.e. collection points must not be on the public highway) at a point clearly visible from the road. Collection points must be on hard standings and gradients must not exceed 1:12. Meeting these standards will "Ensure that material for collection is easily accessible, placed at the property boundary where possible"[12], in accordance with Health and Safety Executive guidance on operating safe collections. Generally collection points will be at the front of a property unless otherwise shown on plans (and agreed by the council), in accordance with guidance in section 8 below.

[9] Eligible households may be authorised to use a larger 240-litre wheeled bin or a 360-litre wheeled bin
[10] Second bin available on request
[11] Additional bins available on request, on receipt of an annual service charge per bin
[12] *Safe waste and recycling collection services*, Health and Safety Executive, 2014, p.20.

Developers should ensure that containers can be left out for collection without blocking the footway or presenting hazards to users, as stated in the Department for Transport's 'Manual for Streets', paragraph 6.8.18 (see Figure 4). In addition, collection points should not be on driveways unless they are wide enough to accommodate vehicles and the containers. Floor space of 1.3m width and 0.85m depth should be sufficient to accommodate two wheeled bins side-by-side (the maximum number that ought to be presented for collection on any collection day) with room for manoeuvring. Further guidance on these matters can also be sought through pre-application dialogue with the council's highways development control officers.

Figure 4: collection point at a detached property with garage (not to scale)



5.2.2. Subject to agreement by the council, external storage points (i.e. where residents permanently store their containers between collections) can be used as collection points provided that:

5.2.2.1. they are located in positions that comply with the guidance set out in section 5.2.1;

5.2.2.2. crews are not required to open gates to access containers;

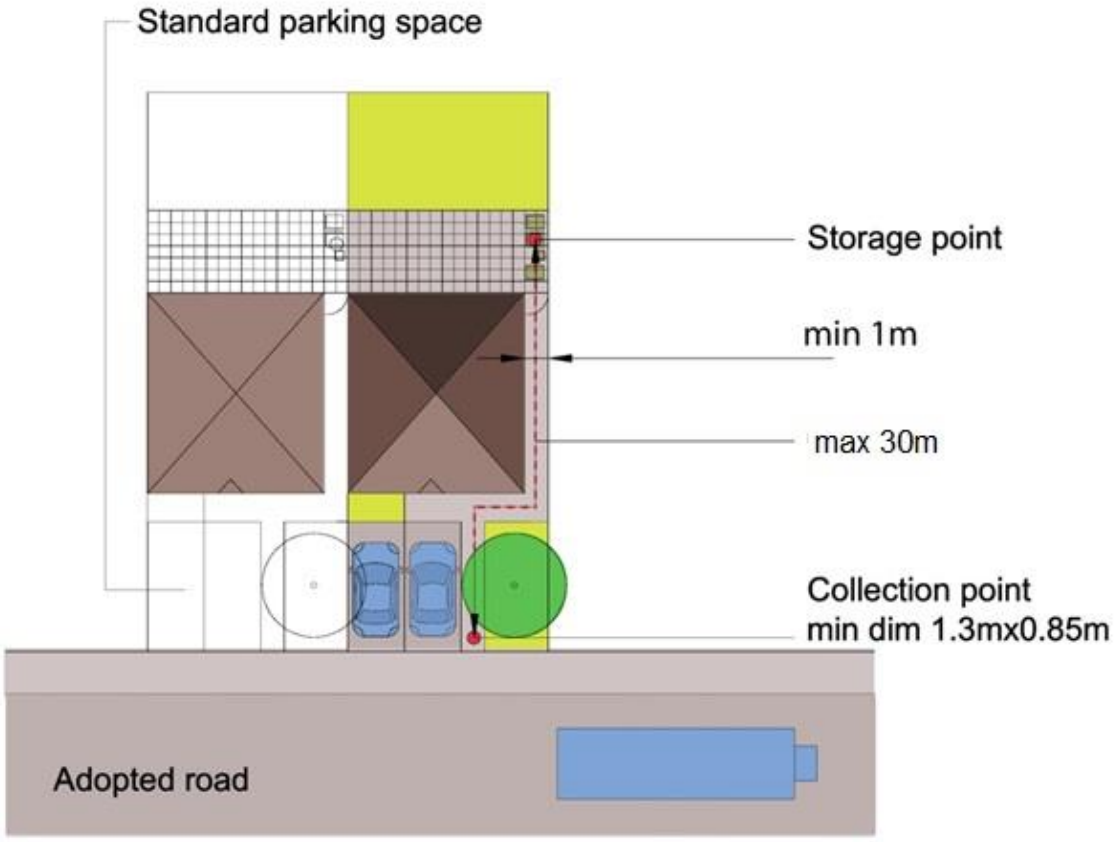
5.2.2.3. residents are not unreasonably required to carry waste through the house from the point of generation (e.g. if garden waste had to be carried through the house to be deposited in the bin or if waste from a kitchen bin, where located at the rear of the property, had to be carried through main living areas within the property);

5.2.2.4. any such storage and collection points do not detract from the streetscene and quality of place in a development, as further described in paragraph 5.4.1.

These requirements are likely to be difficult to satisfy as, by their nature, collection points need to be visible otherwise crews will assume that containers are not out for collection. However, the approach can be considered in exceptional circumstances.

5.2.3. Developers should ensure that collection points are free from obstructions that would prevent waste collection from successfully taking place, such as (but not exclusively) bollards, hedges, shrubs and cars parked in allocated parking spaces. Allocated parking spaces should therefore not interfere with waste collection points. The information in paragraph 4.6 should be taken into account when deciding upon the location of parking spaces. Figure 5 provides an example of how the collection point should be located in relation to parking spaces and soft landscaping.

Figure 5: interface between the collection point and parking spaces/soft landscaping at a detached property with no garage (not to scale)



5.2.4. As noted in 4.4 above, the council's collection crews will not carry/wheel waste containers over distances greater than 10 metres.

5.2.5. Developers should give particular consideration to making collection points accessible to elderly residents. While the council offers an assisted collection service for residents who cannot use the designated collection point due to reasons of illness, physical inability or infirmity, the provision of accessible collection points will help to maintain the independence of elderly residents

until such time that they need the assisted collection service. In delivering the assisted collection service, the council's crews will carry containers from a nominated point at the property to the vehicle and return the containers to the nominated point after emptying. Developers should consider and aim to minimise the carry distances that would be required in such circumstances. Other areas of external storage should comply with the guidance in 5.4 below so that the council can carry out assisted collections safely from such points.

5.3. Routes to collection points from external storage space

5.3.1. Occupiers are responsible for moving containers from storage areas to designated collection points. The Approved Document to Part H of the Building Regulations stipulates the following conditions, which should be met in order for developers to comply with Part H:

- containers should be stored within 30m of the waste collection point defined by Wiltshire Council (see 5.2 above and associated sketches)
- occupiers should not be required to carry or wheel containers from the storage point through a dwelling on collection days
- there should be no steps or other obstructions between the storage area and the collection point
- gradients of routes to collection points should not exceed 1:12.

5.3.2. Where distances exceed those stated in 5.3.1, the council's experience shows that occupants are less likely to participate in recycling schemes because of the inconvenience (perceived or otherwise) of carrying another container to the collection point. This potential outcome would have a negative impact on delivery of the council's waste strategy.

5.3.3. Under no circumstances should a resident be required to carry or wheel containers through their dwelling to facilitate collection.

5.3.4. These requirements can prove challenging for terraced properties. Figure 6 and Figure 7 below give examples of solutions for terraced properties that would meet the requirements of this section. In Figure 6 two properties share each collection point, so each collection point is wider to accommodate up to two wheeled bins per collection per property. In Figure 7 a ginnel is used to avoid lengthy carry distances between the storage point and the collection point. The mid-terrace properties share a collection point, which, like Figure 6, is wide enough to accommodate up to two bins per property per collection day. The end-of-terrace properties each have their own collection point. The principles of Figure 7 can be applied to more than four consecutive terraced properties to ensure that distances between storage and collection points are minimised.

Figure 6: terraced properties where containers are moved to the collection point from the rear of mid-terrace gardens (not to scale)

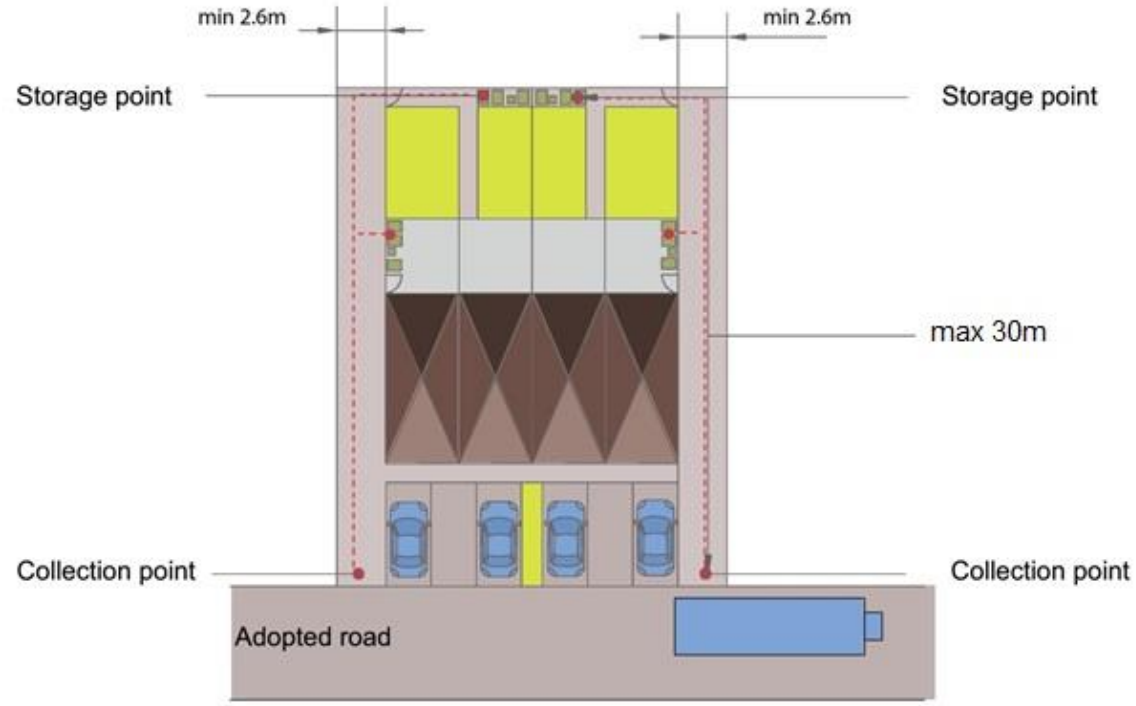
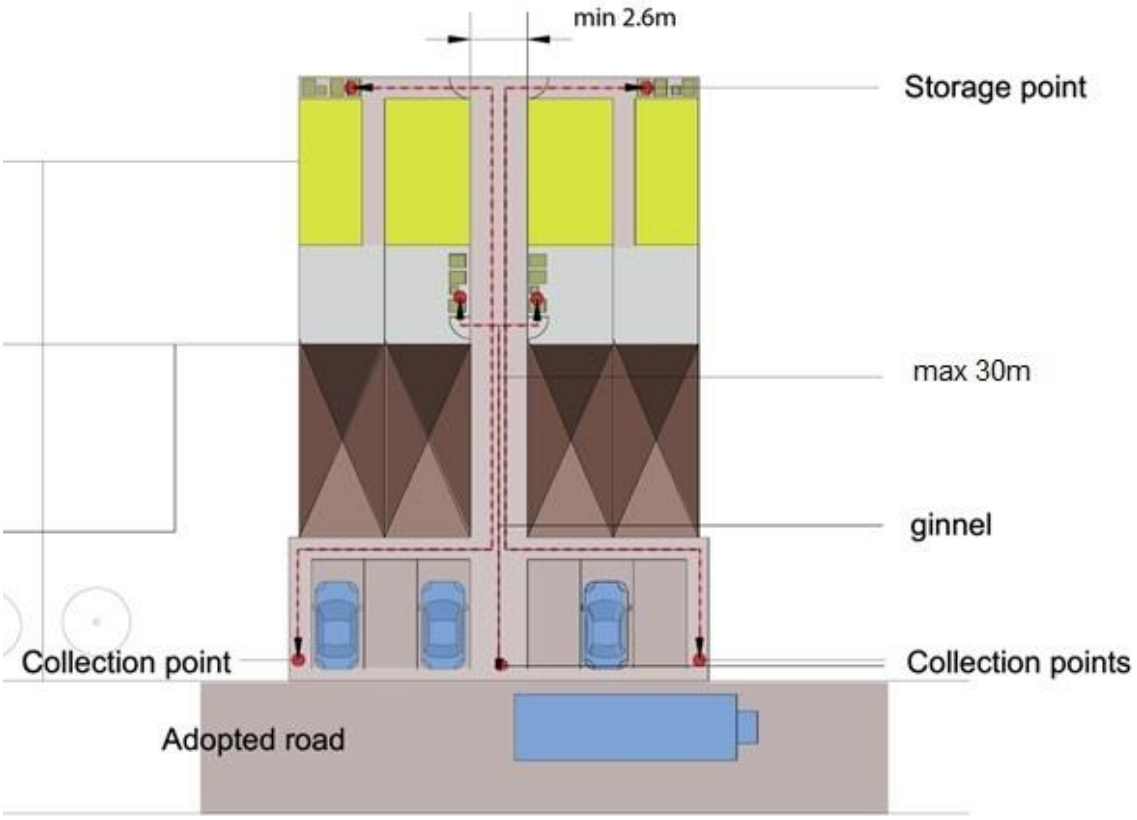


Figure 7: terraced properties using a ginnel to move containers between containers and collection points (not to scale)



5.3.5. Because of the council's assisted collection policy, as described in 5.2.5, collection crews may have to carry limited numbers of containers from storage points to the collection vehicle. Where the stipulations in 5.3.1 are not followed, collection staff would be exposed to manual handling practices that are strongly discouraged by the Health and Safety Executive. It is important therefore that this aspect of design does not compromise the council's health and safety performance.

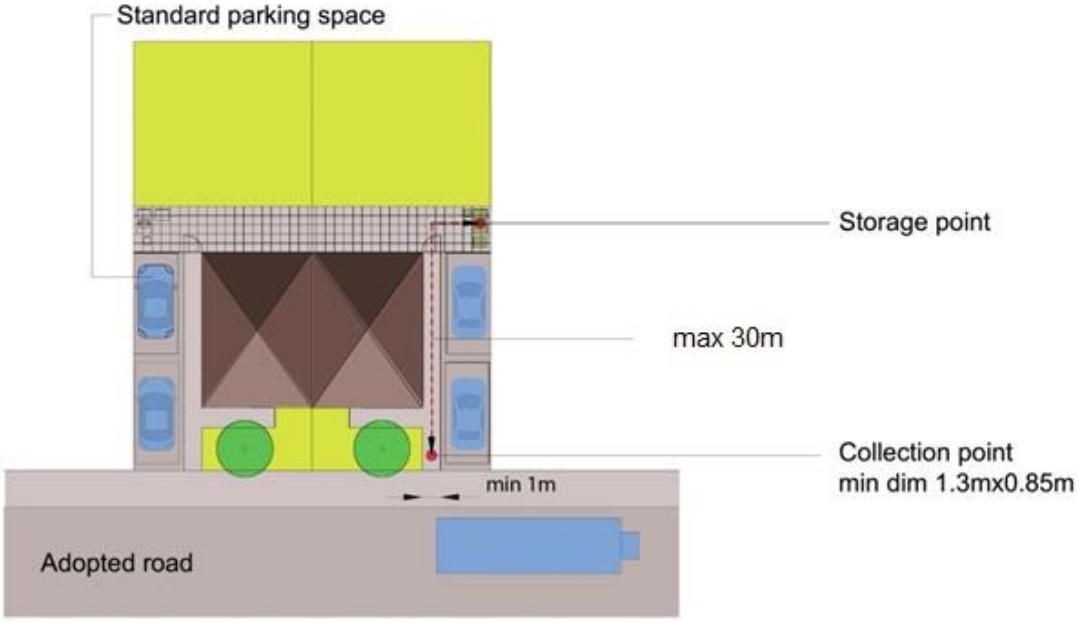
5.4. **External storage of waste**

5.4.1. Waste storage areas should be appropriately located, never on the highway and therefore within the boundary of the property, and designed to minimise visual impact with features that screen containers from public view. These storage facilities should not obstruct sight lines for pedestrians, drivers and cyclists and they should not interfere with pedestrian or vehicular access to buildings.

5.4.2. External storage spaces must be on hard standings and they should be away from windows and ventilators, preferably under shade where possible. All storage areas must be accessible to disabled people and, in particular, wheelchair users. Level storage space is desirable to ensure that containers do not roll of their own accord when full of waste, particularly where larger four-wheeled bins are in use. Where a gradient is unavoidable, it should not exceed 1:12.

5.4.3. Rear-garden storage is preferable where possible provided that there is a suitable route to the collection point that complies with carrying distances stipulated in Building Regulations, as detailed in 5.3.1 above, and any other provisions required under section 5.3. Figure 8 provides an example of rear-garden storage (also see Figure 4, Figure 5, Figure 6 and Figure 7 above for examples). Rear gardens should have adequate space for waste containers. Containers should be stored away from windows and ventilators.

Figure 8: semi-detached property with rear-garden storage (not to scale)



5.4.4. Storage areas should be large enough to accommodate all of the containers listed in Table 1 above at least. It is desirable for capacity for future additions to the kerbside collection service to be accommodated into storage areas as well (e.g. small electrical items, batteries) because the council's waste strategy states that it will seek to achieve continuous improvement of the kerbside collection service. Future legislation may also require the separate collection of further materials in order to comply with bans of certain materials being disposed of in landfill.

5.4.5. External storage areas will require a clear turning circle area to allow containers to be manoeuvred when bins are being moved to and from the collection point. ADEPT recommends a minimum 1.5m diameter turning circle for two-wheeled bins[13] but 1m may be acceptable where necessary.

5.4.6. Table 2 identifies the approximate dimensions for waste containers used for delivering waste collection services.

Table 2

Materials collected	**Container type**	**Size (litres)**	**Quantity**	**Dimensions**[14] (height x width x depth in mm)
Residual waste	2-wheel bin	180	1[15]	1100 x 580 x 755
Plastic bottles and cardboard (co-mingled)	2-wheel bin	240	1[16]	1100 x 590 x 800

[13] *Making Space for Waste: Designing Waste Management in New Developments*, ADEPT, p.26
[14] The dimensions quoted in Table 2 and Table 3 take account of the bins produced by a range of suppliers and assume that a raised aperture is required for the deposit of recyclate into four-wheeled containers. Datasheets from Craemer, ESE, MGB, Spider, Taylor and W Weber were used.
[15] See footnote 9.

Materials collected	Container type	Size (litres)	Quantity	Dimensions[14] (height x width x depth in mm)
Paper, glass, cans, foil and textiles (kerbside sort)	Kerbside box	55	2	585 x 375 x 395
Garden waste (opt-in, chargeable service)	2-wheel bin	180	1[17]	1100 x 580 x 755

5.4.7. Properties with larger gardens are likely to opt to pay for and use more than one garden waste bin, so storage space should account for how much garden waste might be produced based on the size of the garden.

5.4.8. To encourage waste minimisation, ADEPT recommends that room for a home composter is allocated for each plot with a garden[18]. The council's waste strategy also promotes the use of food waste digesters in gardens, as a waste minimisation measure. Principle 1 of the strategy promotes continued focus on the prevention of biodegradable waste, including food waste and garden waste. Developers should consider providing home composters and/or food waste digesters for homes, particularly where developers wish to demonstrate the sustainability performance of a scheme under the Code for Sustainable Homes.

5.4.9. By following the information in this section 5.4, developers should be able to ensure that waste containers are not stored on the public highway and therefore comply with the requirements of the Department for Transport's 'Manual for Streets'.

5.5. **Internal storage of waste**

5.5.1. To encourage occupants to recycle their waste, internal storage areas could be designed into each unit of a new development. This will enable occupants to segregate their waste into residual waste and recyclables, and to store it temporarily until transferring it to the external waste and recycling containers available.

5.5.2. Occupants could be supplied with allocated spaces and, where possible, containers for the internal segregation of their waste for recycling as part of the development process. Wiltshire Council does not provide such containers.

5.5.3. To make the most efficient use of space within properties, storage facilities could be integrated into the design of cabinets and fittings in the kitchen (or point of arising). Integrated solutions for storage are likely to be less obtrusive than requiring householders to acquire free standing bins after they have moved in. Where such containers are convenient to use, it is more likely that residents will separate their waste for recycling. The provision of internal

[16] See footnote 10
[17] See footnote 11
[18] *Making Space for Waste: Designing Waste Management in New Developments*, ADEPT, p.76

storage for waste is an important measure in achieving the targets set out in the council's waste strategy therefore.

5.5.4. Options that developers may wish to consider include kitchen units with pull-out cupboards containing separate receptacles (one for residual waste and others for dry recyclables), under-sink storage solutions or an area of storage available in the kitchen/utility room to enable the separation of waste within the home. When designing storage solutions, consideration should be given to the materials that residents can recycle at the kerbside, as outlined in Table 1 above. ADEPT recommends that at least three containers are provided with a minimum total capacity of 60 litres, where no single container is smaller than 15 litres.

5.6. **The collection service for apartments**

5.6.1. Residents in apartments are able to recycle almost all of the same materials as occupiers of individual households but the service is delivered in a different way, with ground-floor communal collection points used in most cases.

5.6.2. Save for exceptional circumstances, the only material that the council does not routinely collect from apartments is garden waste because very few residents have a garden to tend. Where an apartment does have an allocated garden, external storage space should be allocated for the provision of a garden waste bin in accordance with the information in Table 2. Table 3 below assumes that a garden waste container is not required.

5.6.3. The number of apartments within a block determines the number of containers required, as set out in Table 3. Storage for individual containers per flat, as listed in the first section of Table 3, should be provided for blocks of five or fewer flats. For blocks with 6 or more apartments, the sections in Table 3 set out the number of containers required per block for communal use by residents dependent on the number of apartments sharing the storage area.

Table 3

1-5 apartments per block (see 5.6.3 above)				
The containers listed in this section are to be issued *per apartment*				
Materials collected	**Container type**	**Size (litres)**	**Quantity**	**Dimensions**[19] (height x width x depth in mm)
Residual waste	2-wheel bin	180	1	1100 x 580 x 755
Plastic bottles and cardboard	2-wheel bin	240	1[20]	1100 x 590 x 800
Paper, glass, cans, foil and textiles	Kerbside box	55	2	585 x 375 x 395

[19] See footnote 14
[20] See footnote 11

For each section below, the communal containers listed are to be issued *per block*				
6-10 apartments per block				
Materials collected	**Container type**	**Size (litres)**	**Quantity**	**Dimensions** (height x width x depth in mm)
Residual waste	4-wheel bin	1100	1	1470 x 1375 x 1120
Plastic bottles and cardboard	4-wheel bin	660	1	1330 x 1375 x 785
Cans, foil, aerosols	2-wheel bin	180	1	1100 x 580 x 755
Green glass	2-wheel bin	180	1	1100 x 580 x 755
Brown glass	2-wheel bin	180	1	1100 x 580 x 755
Clear glass	2-wheel bin	180	1	1100 x 580 x 755
Paper	2-wheel bin	180	1	1100 x 580 x 755
11 – 14 apartments per block				
Materials collected	**Container type**	**Size (litres)**	**Quantity**	**Dimensions** (height x width x depth in mm)
Residual waste	4-wheel bin	1100	2	1470 x 1375 x 1120
Plastic bottles and cardboard	4-wheel bin	1100	1	1470 x 1375 x 1120
Cans, foil, aerosols	2-wheel bin	180	1	1100 x 580 x 755
Green glass	2-wheel bin	180	1	1100 x 580 x 755
Brown glass	2-wheel bin	180	1	1100 x 580 x 755
Clear glass	2-wheel bin	180	1	1100 x 580 x 755
Paper	2-wheel bin	180	2	1100 x 580 x 755
15-18 apartments per block				
Materials collected	**Container type**	**Size (litres)**	**Quantity**	**Dimensions** (height x width x depth in mm)
Residual waste	4-wheel bin	1100	3	1470 x 1375 x 1120
Plastic bottles and cardboard	4-wheel bin	1100	1	1470 x 1375 x 1120
Cans, foil, aerosols	2-wheel bin	180	2	1100 x 580 x 755
Green glass	2-wheel bin	180	2	1100 x 580 x 755
Brown glass	2-wheel bin	180	2	1100 x 580 x 755
Clear glass	2-wheel bin	180	2	1100 x 580 x 755
Paper	2-wheel bin	180	3	1100 x 580 x 755
19 or more flats per block				
More than one bin storage area will be required. The number of flats per block will determine which combination of containers from the sections above may be required. For example, a block of 24 flats would require two stores, each of which will accommodate the set of containers listed in the section '11-14 apartments per block'. However, the requirement will depend upon the precise design of the site, so developers should consult the council to identify the precise requirement.				

5.6.4. Any storage areas, both internal and external, must take account of the materials that residents are able to recycle through their kerbside collection scheme.

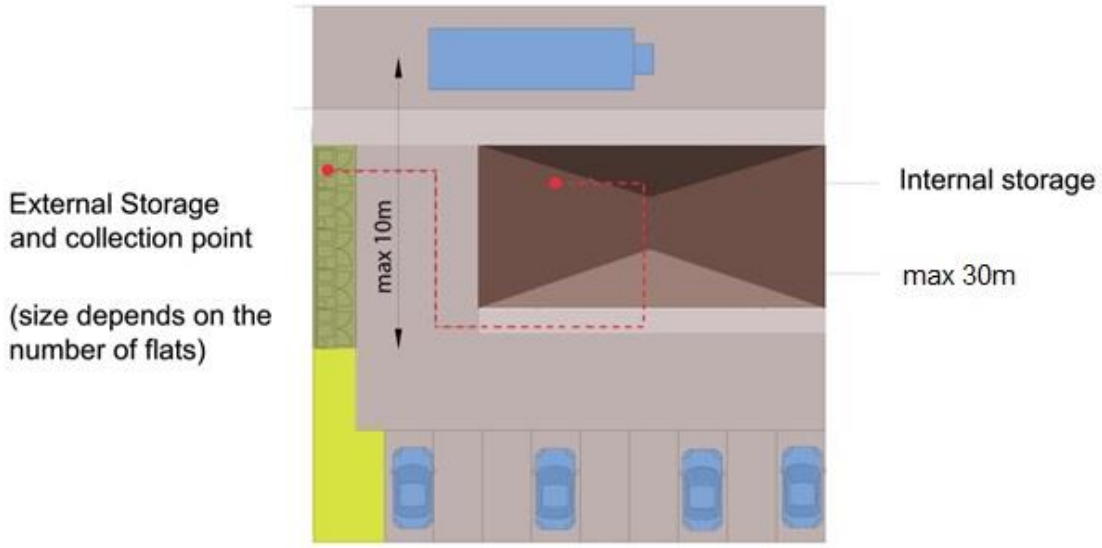
5.6.5. The sections below detail how waste management should be integrated into the design process working back from the collection point all the way through to internal storage of waste within a property.

5.6.6. **Collection points and external storage**

5.6.6.1. Individual storage and collection points

Where apartments are grouped in blocks of five properties or fewer, the storage facilities required for individual households, as referenced in Table 3, should be allocated to each property. The collection points at these properties should comply with section 5.2 above and the external storage should be provided in accordance with 5.4. Figure 9 gives an example of a suitable arrangement for flats in this category.

Figure 9: storage solution for flats which require storage for individual containers

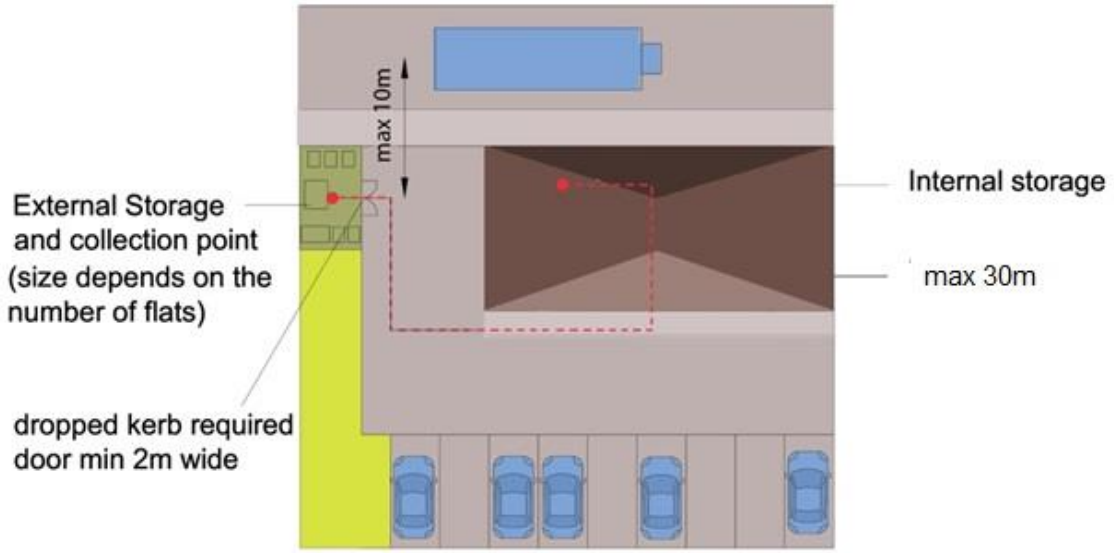


5.6.6.2. Communal storage and collection points

Sections 5.6.6.3 to 5.6.6.17 set out the circumstances in which the provision of communal collection points and communal storage points are acceptable to the council. They also provide guidance on designing such facilities.

5.6.6.3. For blocks of flats with more than five properties, a communal surface-level storage and collection point will usually provide the best solution. Developers should identify on plans which residential units are allocated to use each store. Sections 5.6.6.4 to 5.6.6.17 relate to such communal storage points. An example is shown in Figure 10 for a bin store for a block of 6-10 flats.

Figure 10: storage solution for block of 6-10 flats sharing a bin store



5.6.6.4. A bin store should be sited in a location that does not unreasonably compromise pedestrian routes during collection times, which may be for several minutes. All such storage areas should be screened to some extent and preferably they will be in an enclosed and covered compound. Sufficient space should be provided for each container and there should be sufficient operating room to allow both residents and waste collection operatives to access and use each container without having to move another container. Clear space of 150mm between containers should be allowed as a minimum, in compliance with BS 5906:2005.

5.6.6.5. Walls and roofs of bin stores shall be constructed of non-combustible, robust, secure and impervious material with the appropriate level of fire resistance to meet the requirements of BS 5906:2005. The walls should be suitably constructed or lined to make them suitable to be washed down and should have bump strips placed at bin height to prevent damage.

5.6.6.6. Doors to bin stores must be fitted with a means of being opened from the inside by means of a thumb turn (to avoid accidental lock in) and should be capable of being secured from the outside (see 5.6.6.13.3 for further information). Doors should also include restrictive openers to prevent over extension, scratch plates on the relevant side and a means of keeping them open during the collection process where they open immediately to the outside air[21] (any such doors must not open outwardly onto a street, in accordance with section 153 of the Highways Act 1980). ADEPT recommends that doors should have a minimum width of 2 metres so that

[21] While we would not favour doors that do not open immediately to the outside air, in the unlikely event that a proposal is accepted that would not have doors that meet this description, those doors should be self-closing in order to comply with BS 5906:2005.

the removal and return of containers is manageable without obstructions to the manual handling operation.

5.6.6.7. Any distance between a bin store and the collection vehicle should also have a minimum width of 2 metres to allow the safe removal and return of containers. If the collection point is not also the storage point, where containers are stored between collections, then any distance between the storage point and the collection point should have a minimum width of 2m as well.

5.6.6.8. The floor of a bin store must be constructed of hard impervious material, which also reduces the risk of slips and trips[22], without steps or kerbs. The surface should be one that can easily be cleaned and it should contain adequate drainage (or access to adequate drainage) suitable for receiving a polluted effluent, in accordance with Part H of Building Regulations.

5.6.6.9. If a change of level is required to get bins from the storage area to the back of the RCV, dropped kerbs will be required. Any slope must not exceed a gradient of 1:12 and there should be no steps between a storage area and the collection point.

5.6.6.10. All bin stores should be adequately lit either by artificial or natural lighting. Artificial lighting should be controlled by a switch that prevents lights being left on, preferably fully operated through presence-sensing functionality[23]. In accordance with BS 5906:2005, artificial lighting should be sealed to allow cleaning with hoses and/or to protect against splashing from general washing down of the storage area.

5.6.6.11. Where storage areas are covered or integrated into buildings, adequate, fly-proof and vermin-proof permanent ventilation should be provided to minimise odours. Any such ventilation should be away from windows of dwellings.

5.6.6.12. The bin store should be of adequate height to allow container lids to be opened without the need to move the containers outside of the store.

5.6.6.13. **Safety and anti-social behaviour**

5.6.6.13.1. Poor location and poor design of container stores can either be a source of anti-social behaviour or it can be perceived as an unsafe place for residents, which can lead to a reluctance to use facilities properly.

[22] The HSE provides information to assist architects/developers to select an appropriate flooring material at http://www.hse.gov.uk/slips/flooring.htm.
[23] An acceptable example of presence-sensing lighting, as noted in section 19.7 of Secured by Design's *New Homes 2014* guidance.

5.6.6.13.2. Bin stores should be located in overlooked areas, albeit in positions that do not detract from the quality of place.

5.6.6.13.3. Secure doors with a controlled access (e.g. key pad access) will deter non-residents from misusing the storage area (see 5.6.6.15 and 5.6.6.16 for further information regarding how collection crews can access such stores).[24]

5.6.6.13.4. Consideration of the noise created by residents depositing waste (particularly glass) should be central to deciding upon the location of the bin store, so that it will not create a nuisance for residents. Factoring noise reduction into the design of storage areas may mitigate any such problems.

5.6.6.13.5. The proximity of containers to residents' windows or ventilators should be considered to avoid odours entering premises.

5.6.6.14. Appropriate signage in storage areas is critical to the successful use of recycling containers. The council does not provide these signs, but it can supply graphics templates to allow developers to procure appropriately branded signage.

5.6.6.15. It is the responsibility of caretakers or management companies to allow collection crews to access the containers on collection day and to ensure that vehicle access is not obstructed.

5.6.6.16. Collection crews should not be expected to hold keys, codes or electronic fobs in order to collect waste and recycling. However, where necessary, and subject to agreement, such arrangements may be made. This must be discussed and agreed by the council prior to the submission of plans.

5.6.6.17. To comply with the guidance in this section 5, communal stores should not be located in courtyards to the rear of properties. The waste service has experienced problems on developments where a public pavement runs immediately across the face of a block of flats and vehicle parking and bin storage is proposed at the rear of the building, where vehicles gain access via an archway. In such circumstances the council will not be able to make collections safely (e.g. carry distances are greater than stated in section 5.2.4) as it is highly unlikely that suitable vehicle access and turning room would be provided for in such a restricted area. The council's experience of trying to resolve these situations is that arranging feasible collection arrangements requires a solution that detracts from the streetscene of an area, causes additional manual handling for residents and as a consequence, in some cases, the recycling performance of the area is

[24] See Secured by Design's *New Homes 2014* guidance for further information on appropriate security measures for communal storage areas.

affected. Consideration of access to waste services from the outset will avoid these undesirable outcomes.

5.6.7. **Routes to collection points from external storage**

5.6.7.1. Apartments in blocks of five or fewer properties will require a route to the collection point from the external collection point usually. The guidance in 5.3 applies to flats in that category.

5.6.7.2. Paragraph 5.6.6.7 should also be considered for premises requiring the use of four-wheeled bins if a caretaker has to move the bins to the collection point, where the storage point is not also the collection point (e.g. it is located in excess of 10m from a point that is accessible to a RCV). The principles of section 5.3 apply if the collection point is not also the external storage point.

5.6.8. **Internal storage**

5.6.8.1. The information on internal storage in section 5.5 applies to apartments. With space often at a premium in apartments, well-designed internal storage solutions will ensure that waste management is integrated into the living space instead of becoming an inconvenient add-on which affects the space available and makes it less likely for an occupier to separate materials for recycling.

5.6.9. **Management arrangements**

5.6.9.1. Under section 46 of the Environmental Protection Act 1990, the council has the power to specify the substances or articles that may be put into designated receptacles. In applying this power, Wiltshire Council only collects waste contained in designated receptacles where the materials within the containers are correctly separated into the appropriate containers (e.g. only paper is in the paper bin).

5.6.9.2. Any materials not presented in accordance with 5.6.9.1 will not be collected by Wiltshire Council. These materials will have to be dealt with by a management company or similar organisation.

5.6.9.3. If incorrectly deposited waste prevents operatives from accessing designated containers, such as waste left on the floor around containers, all waste may be left uncollected. It will be the responsibility of management companies to return the bin store to an acceptable state that will facilitate collection on the next collection day. Additional waste arisings generated before the next collection day may cause a repeat of the problem, so the management company should factor that into any solution that intends to return the bin store to the required state by the next collection day.

5.6.9.4. Where a bin store requires cleaning, a management company will have to carry out this function. Wiltshire Council does not provide a cleaning service.

5.6.9.5. Tenancy agreements and management company terms and conditions for occupiers of flats should include statements which show the course of action that management companies will take when tenants misuse storage areas. Storage areas are almost exclusively on private land, so the council has limited powers to intervene. Well-worded, binding agreements will allow problems related to waste to be resolved quickly and successfully. Appendix B includes sample terms that management companies may wish to incorporate in tenancy agreements and further general guidance on points to consider when deciding the course of action to take where tenants fail to comply.

5.6.9.6. Developers have a key role in allowing management companies and tenants to meet their responsibilities under regulations 9 and 10 of the Management of Houses in Multiple Occupation (England) Regulations respectively by ensuring that adequate facilities and access to services are provided.

5.7. Care homes and sheltered accommodation

5.7.1. The waste arrangements for premises that fall under these categories do not fit neatly into the arrangements set out above in this section 5. The Controlled Waste (England and Wales) Regulations 2012 define which waste producers generate household, commercial and industrial waste and whether charges can be made for waste collection. Based on terms used in these regulations, residential homes are classified as household waste producers but the council can charge for collection and disposal of the waste and nursing homes fall into the same category. While sheltered accommodation is not specifically listed in the regulations, it is treated as household waste where no charge is made for collection or disposal.

5.7.2. Section 106 contributions would not be sought for any residential homes or nursing homes, as these premises would have to pay for their waste collection service (either to the council or a private sector waste collection operator) so the cost of container provision would be included in the charge they would pay for their collections. For sheltered accommodation, section 106 contributions would be sought as the waste would be collected as part of the domestic collection service.

5.7.3. Care homes and nursing homes

5.7.3.1. The information in Table 3 regarding waste capacity for apartments is not likely to be directly applicable to care homes due to the number of units on a site. As an alternative to the capacity allowed in Table 3, ADEPT recommends that a minimum of 180 litres of capacity is allowed per unit

with 2 bedrooms or fewer. This capacity should include provision for recycling and not just residual waste.

5.7.3.2. However, it is likely that these premises will generate clinical and offensive waste (also referred to as hygiene waste or sanitary waste). Any capacity calculation should consider the extent of offensive waste generation (e.g. incontinence pads) and allow sufficient capacity in a bin store. Where the amount of offensive waste exceeds a standard container over a week, a separate offensive waste bin would be required (i.e. general waste should not be disposed of in the same bin). Clinical waste would require separate containment as well and room should be allocated in storage areas for containment.

5.7.3.3. Access requirements and design requirements (e.g. lighting, drainage and ventilation) for bin stores should be provided in accordance with sections 4 and 5.6 above.

5.7.4. **Sheltered accommodation**

5.7.4.1. Sheltered accommodation provided as individual houses or bungalows should be treated like any other domestic household, albeit caretakers may have to undertake the transfer of bins between the storage point and collection point where residents are unable to do so.

5.7.4.2. Where sheltered accommodation is provided as flats or any other arrangement where bins are stored communally, the provisions of section 5.6 regarding waste storage for flats will apply.

5.8. **Collections while developments are under construction**

5.8.1. A number of problems for waste collection can occur while properties are occupied before construction is completed. These include restricted vehicle access due to parked construction traffic, restricted vehicle access due to cordoned off areas of the site and unsuitable collection points where hard standings, pavements etc have not been made to the final, adoptable standard. Other factors that affect access include scaffolding protruding into the road and problems are also experienced where waste operatives cannot access containers on foot due to obstructions.

5.8.2. The council's duty to safeguard the health and safety of members of staff and/or contractors engaged in service delivery means that we will usually require residents or the construction contractor to carry residents' containers to a suitable point on the development where access is clear. The results of the council's risk assessments at each site will determine the suitable interim collection point(s).

5.8.3. This point should be considered by developers and their construction partners because the sequence in which properties are constructed and then released

for the market will have an impact on waste collection if these areas have restricted access while other parts of the development are being built. The scenario outlined in 5.8.2 is inconvenient, and potentially dangerous, for residents but it can be avoided if the release of properties onto the market is organised with residents' access to services in mind. Where problems persist and waste accumulates, the visual impact may affect prospective buyers for plots that are for sale.

5.8.4. The interim arrangements referenced in 5.8.2 may be required over a lengthy period of time, depending on the size of the development. For larger sites, construction continues beyond the point that residents are likely to move in, which poses risks to the safety of collection crews and residents while interim collection arrangements are in place. Exposure to these risks can be over prolonged periods. Developers should therefore seek to manage the risk by carefully considering the sequence of construction and release for sales.

5.8.5. During the period where interim arrangements referenced in 5.8.2 are in effect, developers and their construction partners should liaise with residents over moving their containers to a suitable point. Wiltshire Council will not be responsible for moving containers over distances greater than those stated in 5.2.4 above.

5.8.6. While roads are under construction, and for a considerable period thereafter, they are likely to be unadopted but Wiltshire Council does not collect waste from unadopted roads save for in exceptional circumstances. Section 5.9 details how collections work where unadopted roads are concerned.

5.8.7. The council is developing a protocol for new developments to set out further practical advice on how to manage service delivery from the period prior to occupation, through to the point of occupation and continuing until all building works are completed. The protocol will be appended to a future version of this document as Appendix D.

5.9. **Unadopted roads**

5.9.1. As referenced in 5.8.5, Wiltshire Council will not collect from unadopted roads, save for the exceptional circumstances outlined in 5.9.3.

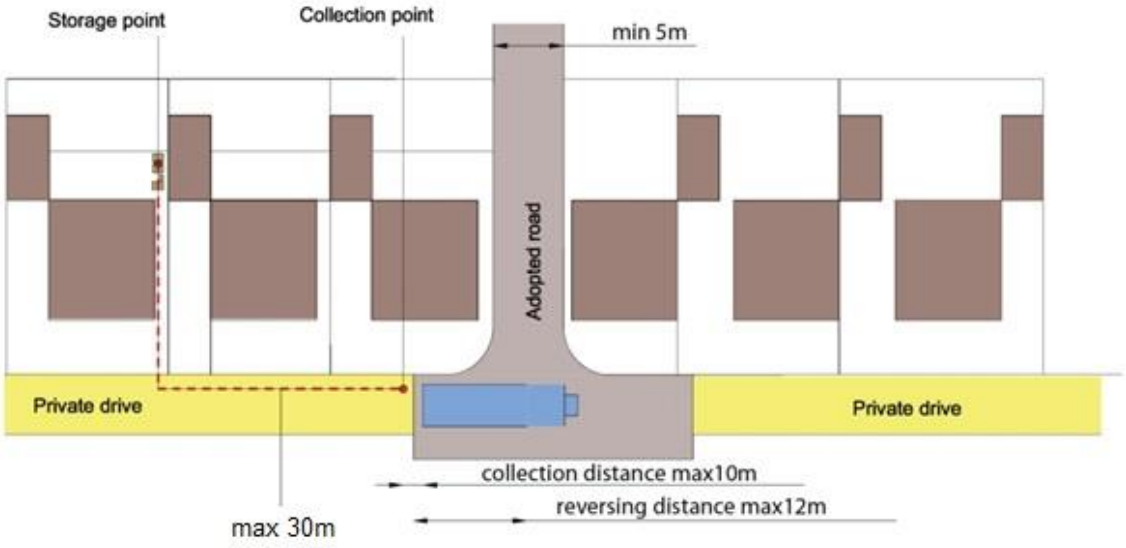
5.9.2. Collection crews encounter unadopted roads either on newly constructed developments before adoption has taken place or where roads or access routes are never formally adopted.

5.9.3. The council will only collect from unadopted roads where the council and its contractors are indemnified against damage to property and where the council assesses that operations can be safely carried out (examples of safety

considerations include whether the surface is suitable for RCVs to manoeuvre safely and/or for manual handling). A sample indemnity is included in Appendix C.

5.9.4. Unless an indemnity is signed by the landowner at new developments, collections would have to be made from a point where the unadopted road meets the public highway. For most new developments, the adoption process will not be concluded until long after (in terms of the number of scheduled waste collections) residents have moved in, so a signed indemnity should be provided for each new development to enable collections to occur from within the development prior to adoption. Figure 11 provides an example of the collection arrangements where an indemnity is not in place for using the private roadways (or where the private drives do not include suitable turning room for the RCV). Clearly, if there were additional properties accessed via the private drivers, the carry distances for residents would be excessive.

Figure 11: collection arrangements at private roads (not to scale)



5.9.5. To facilitate an easy process of continuing the indemnity, any private roads will need to be managed and maintained through a "properly-constituted body with defined legal responsibilities" as set out in paragraph 11.6.2 of 'Manual for Streets'. This measure should avoid protracted investigations to establish the identity of the landowner(s) who would be authorised to sign an indemnity.

5.9.6. A signed indemnity does not guarantee that collections will take place from within the development. Operational problems, as discussed in 5.7, may prevent the council from making collections within the development.

6. Waste storage and collection for commercial developments

6.1. The collection service for commercial properties

6.1.1. Waste generated from commercial premises is less easy to quantify when compared to waste from domestic households. Different businesses generate different types and volumes of waste dependent on the activities and ethos of each one. These differences may require different collection frequencies depending on the nature of the waste.

6.1.2. A further complication is that each business on a single development could have its own waste management contractor, so there could be a range of vehicles wanting to access waste containers at different times of the week. Commercial waste collection service providers are increasingly offering recycling collections in response to the duty placed upon businesses to apply the waste hierarchy to the waste they produce under regulation 12 of the Waste (England and Wales) Regulations 2011 (as amended). In practice, businesses often comply with the regulations by sorting their waste for recycling collections. This may require additional provision of storage space for bins.

6.1.3. All waste from commercial premises must be stored in containers off the public highway. The information in Table 4 and Table 5 below should allow developers to design adequate storage space for waste containment. Table 4 shows the litres of waste capacity required by commercial premises by type, as suggested by ADEPT or by the examples set out in BS 5906:2005. Table 5 shows indicative dimensions for the size of bins that commercial premises may use.

Table 4

Development type	**Litres of waste per 1000m^2 gross floor space[25]**	**Litres of waste per 1000m^2 of *sales* floor space**
Offices*	2,600	
Shopping centre	10,000	
Large supermarket		15,000
Small supermarket		10,000
Department store		10,000
Retail (except where otherwise listed in this table)*	5,000	
Restaurants and fast-food outlets*	10,000	
Hotels*	7,500	
Entertainment complex	5,000	

[25] Except where marked with an asterisk, storage is based on weekly waste arisings. For development types marked with an asterisk, the source doesn't stipulate a collection frequency on which these capacity limits are based, perhaps on the basis that commercial collection frequencies can be tailored to meet the needs of the customer (at the customer's cost). However, assuming weekly collections would seem to be a reasonable approach.

Leisure centre	5,000	
Industrial unit	5,000	

Table 5

Container size (litres)	**Dimensions** (height x width x depth in mm)
180	1100 x 580 x 755
240	1100 x 590 x 800
660	1330 x 1375 x 785
1100	1470 x 1375 x 1120

6.1.4. Where waste storage is shared between premises and where there are both producers of commercial waste and industrial waste on site, separate storage and/or containment for the commercial and industrial elements should be maintained so that waste types are not mixed.

6.2. Collection points

6.2.1. The majority of waste collection contractors will operate in the same way as Wiltshire Council. The Council will collect waste containers from waste storage points provided that there is suitable vehicle access. Collection points must be on hard standings and gradients must not exceed 1:12.

6.2.2. At commercial developments, developers should ensure that waste collection points are free from obstructions that would prevent waste collection from successfully taking place, such as (but not exclusively) bollards, hedges, shrubs and cars parked in allocated parking spaces. Allocated parking spaces should therefore not interfere with waste collection points. The information in paragraph 4.6 should be taken into account when deciding upon the location of parking spaces.

6.2.3. Where it is likely that future occupiers will use four-wheeled bins, dropped kerbs should be installed where relevant to eliminate the need to bump bins down kerbs, which is an unacceptable practice in terms of safeguarding the health and safety of waste collection operatives.

6.3. Routes to collection points from external storage

6.3.1. Where external storage space is not also the collection point, occupiers are responsible for moving containers from storage to the collection point.

6.3.2. Owners or proprietors at commercial premises have a duty to safeguard the health and safety of their employees, so there are limits on the distances that they can carry/wheel waste containers. The guidance relating to carry distances for crews in 5.2.4 (10m) should be applied to commercial premises. Routes from storage points to the collection point should comply with the information in 5.3.1 and not exceed 30 metres for two-wheeled bins therefore. Distances should be considerably less where four-wheeled bins are in use.

6.4. **External storage of waste**

6.4.1. The information in Table 4 and Table 5 should allow developers to account for suitable storage space at each site, where the collection point is not also the storage point. In addition, a clear turning circle of 1.5m diameter should be provided for the purpose of manoeuvring containers in any storage space but 1m may be acceptable where necessary.

6.4.2. Commercial external storage points should be constructed in the same way as residential storage (section 5.4.2), so they must be on hard standings and they should be away from windows and ventilators, preferably under shade where possible. All storage areas must be accessible to disabled people and, in particular, wheelchair users. Level storage space is desirable to ensure that containers do not roll of their own accord when full of waste, particularly where larger four-wheeled bins are in use. Where a gradient is unavoidable, it should not exceed 1:12. The specification for storage and collection points in section 5.6.6 applies to commercial developments where a storage point is also a designated collection point (i.e. where it complies with the carry distances stated in 5.2.4).

6.5. **Internal storage of waste**

6.5.1. Internal waste storage facilities will vary for each development depending on the size of the premises and the activities which take place on site. When considering the amount of room required, developers should include room for recycling containers as well as residual waste containers.

6.6. **Collections while developments are under construction**

6.6.1. The information in section 5.7 applies to commercial developments, where relevant.

7. Waste storage and collection for mixed-use developments

7.1. In mixed-use developments, waste for residential premises and commercial premises should be stored separately. This measure will protect the facilities available to council tax payers, but it will also ensure that businesses which pay for waste collection have dedicated facilities for their exclusive use. Given the potential for regular collections from commercial premises (e.g. restaurants), due consideration of the location of storage and collection points should be given, to avoid nuisance to occupiers of residential dwellings.

7.2. The guidance in sections 5 and 6 applies to mixed-use developments, provided that developers adhere to the principle in 7.1.

7.3. **Collections while developments are under construction**

7.3.1. The information in section 5.7 applies to mixed-use developments.

8. Planning applications

8.1. In order to verify whether a proposed development has suitable access, storage space and collection points, the council requires plans to highlight certain information through the application of its adopted 'Validation Checklist'. By providing this information, developers will assist us in pro-actively making decisions about waste matters quickly, rather than having to engage in lengthy dialogue on details that could be provided at the front end of the process.

8.2. The items that would enable a full assessment of the feasibility of a development, if shown on site layout plans, waste management plans or other relevant application documents, are set out in Table 6.

Table 6

All developments
Vehicle tracking to show that access and turning room for a RCV is acceptable, with reversing minimised
Individual residential properties and flats grouped in blocks of five or fewer
Indication of the external waste storage area per property
Identification of the collection point per property
Identification of the route from the storage area to the collection point, including the distance and the width (minimum 1m) of all such routes (may be tabulated separately for ease of reference)
Residential flats which are grouped in blocks of 6 or more
Plan of the container storage area with containers drawn in situ (all to scale), to show that sufficient room has been allowed (including sufficient space to manoeuvre each container individually without the need to move other containers to facilitate such a manoeuvre) and a statement of the distance from the bin store to the kerbside
List of the flats that are allocated to use each bin store
Identification of the collection point (if the container store is not also the collection point)
Identification of the route between the storage area and collection point, and an indication of the distance between these points (only applicable where the container store is not also the collection point) and the width of the route (minimum 2m)
Indication of lighting, drainage and ventilation provisions (where required) on plans for container storage areas and a list/plan to show materials used to construct the storage area, to demonstrate compliance with paragraph 5.6.6
Commercial developments
Indication of the waste storage area per premises, based on the information supplied in Table 4 and Table 5 above
Identification of the collection point per property
Identification of the route between the storage area and the collection point, and an indication of the distance between these points and the width of the route (minimum 1m for

2-wheel containers and 2m for 4-wheel containers)
Mixed-use developments
All of the information required for the sections above on residential and commercial developments; identification of items for residential and commercial developments should be differentiated by colour coding

8.3. Where there is a significant gap between the granting of planning permission and construction of the development, the developer should contact the waste collection department to ensure that the information about the collection system provided during the application process is still applicable. Further information about communication is detailed in section 9. The intention is to ensure that the council has sufficient time to consider how it will deliver any new collection system at the development. This will fall outside of the planning process, so does not seek to revisit planning permissions, but will enable the council to prepare for operational delivery and agree, for example, how bin stores would be utilised.

8.4. The council will monitor how far applications meet the requirements set out in this document in the coming months. If the level of information submitted in applications does not enable quick decision making about the suitability of the development for waste services, changes to the validation checklist may be made to ensure that the required information is submitted at the first opportunity.

9. Communication with the waste management services department

9.1. A major barrier to the successful delivery of services to new residents, and the associated effect on recycling performance, concerns how the council's waste service receives information about when residents move into their properties.

9.2. In many cases, the first contact the council receives from a new resident is to request delivery of containers and to establish why their waste has not been collected. This situation is clearly unsatisfactory for the resident but it also puts the council at a disadvantage because properties have to be quickly added to rounds, which can introduce imbalances and inefficiencies. Bins also have to be delivered at short notice which may interrupt planned delivery schedules. The council's experience suggests that residents will often contact the sales office to attempt to resolve such problems. Measures to avoid these outcomes would benefit all parties therefore.

9.3. To avoid these outcomes, and to help alleviate the problems identified in 5.7, 6.6 and 7.3, developers and their construction partners should contact the waste management services team as early as possible in the construction phase to outline when they anticipate that residents will move in. Contact details per area are listed in section 11. Developers should provide the council with contact details for a senior site representative.

9.4. Continued contact during construction is advisable to ensure that any movements in projected dates are communicated to the waste service. This will also allow the

council to identify the location of suitable interim collection points, as referenced in 5.8.2, to developers and their construction partners so that all parties have the relevant information about service delivery.

10. Section 106 agreements, including contributions

10.1. Core Policy 3 of the Wiltshire Core Strategy (Adopted January 2015) provides overarching policy support for securing developer contributions towards 'waste management services such as recycling and collection facilities', which is classed as 'essential infrastructure'. In the event of competing demands for infrastructure provision, essential infrastructure will be afforded the highest priority. The Wiltshire Planning Obligations Supplementary Planning Document (SPD) (Adopted May 2015) supports Core Policy 3 and provides further detail on the council's approach to developer contributions. The Planning Obligations SPD lists 'waste and recycling containers' as an example of site-specific infrastructure that would be sought through section 106 contributions (where the criterion in section 10.2 applies) rather than through the Community Infrastructure Levy (CIL). Policy WCS6 of the Wiltshire and Swindon Waste Core Strategy requires developers "to design and provide facilities for occupiers of the development to recycle/compost waste […] and/or facilities within individual groups of properties or premises for the source separation and storage of different types of waste for recycling and/or composting". Wiltshire Council retains control of procuring containers that are issued to occupiers of residential properties. The reasons for this are to ensure that the containers are compatible with lifting equipment and that branding – which is essential for ensuring that residents know what materials are designated for each container – meets the required standard. As a developer cannot directly provide the facilities for the separation and storage of waste, instead the requirement under WCS6 is met by securing a section 106 contribution.

10.2. The council will seek section 106 contributions for residential developments with 11 units or more[26] and these contributions shall be calculated in accordance with paragraph 10.4.

10.3. For major residential developments, where the number of properties can be demonstrated to require the use of a whole additional RCV in order to make all of the required collections, the council will seek contributions towards the cost of providing the vehicle because it will be specifically required for the type and scale of development. Current performance suggests that a whole additional vehicle would be required where approximately 2,000 residential units are included in a single application.

10.4. **Waste and recycling provision costs**

Containers

[26] To comply with the national guidance (Paragraph: 012 Reference ID: 23b-012-20150326) on the 2014 Written Ministerial Statement on small-scale developers.

Table 7 sets out the contribution required per container. Table 8 below uses the costs in Table 7 to calculate the contributions required either for each individual household or for each bin store. The required containers for each scenario are stated in Table 1 and Table 3 above. Please note that the amounts shown in Table 8 only apply where the threshold in section 10.2 is met. For example, if an application was only for construction of 7 flats that shared a single bin store, the council would not seek a contribution towards the provision of containers as fewer than 11 units are proposed. However, if an application was for construction of 7 flats that shared a single bin store and 5 individual houses, then a contribution would be requested – as 12 units are proposed – and calculated in accordance with the categories in Table 8 ((5 x £91) + £581 = £1,036).

Table 7

Containment	**Cost***
180 litre wheeled bin 17p per litre	£30
240 litre wheeled bin 19p per litre	£45
660 litre wheeled bin 22p per litre	£145
1100 litre wheeled bin 26p per litre	£286
55 litre black box 15p per litre	£8

Table 8

Scenario	**Cost per scenario***
Households	£91
Flats 1-5	£91 per apartment
Flats 6 - 10	£ 581 per store
Flats 11 - 14	£1,038 per store
Flats 15 - 18	£1,474 per store
Flats 19+	Calculation will be based on the agreed number of containers, as per the final row in Table 3.

*The prices in Table 7 and Table 8 were set [or reviewed] in 2015. These prices will be increased from 1 April each year in accordance with RPI.

Vehicles

Only where section 10.3 applies, an indicative contribution of £165,000 will be sought for the provision of an additional RCV. This indicative figure is correct in 2015 and will be increased from 1 April each year in accordance with RPI.

Example:

A development of 130 houses and a block of 12 flats with a single bin store is being built. The contribution is worked out as follows (at the current rates stated in Table 7 and Table 8):

- multiply the number of individual houses (130) by the “cost per scenario” for households (£91) = £11,830.
- add the “cost per scenario” for the number of flats in the development. In this case there are 12 flats so the scenario for “Flats 11 – 14” is used - £1,038.
- total section 106 contribution for waste and recycling services is £11,830 + £1,038 = **£12,868**.

Notes

Please note that:

- if the development includes flats which have gardens, then allowances will have to be made to store garden waste bins for the flats in the bin store
- these costs are subject to change depending on what services are in place at the time the development is completed, as noted in section 2.9.

10.5. Section 106 agreements

The council intends to develop template wording for s106 agreements in respect of waste contributions, which will be included in Appendix E once finalised. The council requests that contributions are paid prior to commencement of development (per phase, where applicable).

11. Contacts

[Insert from previous version and revise as necessary]

Bibliography

This bibliography highlights specific external sources referenced within the document above only. The list of sources that informs the contents of this guidance document would be much greater and would take account of Wiltshire Council policies, plans and procedures, waste industry guidance (e.g. from WRAP), legislation and government guidance.

Community Infrastructure Levy: Viability Study, BNP Paribas, 2012

Making Space for Waste: Designing Waste Management in New Developments – A Practical Guide for Developers and Local Authorities, ADEPT, 2010

Manual for Streets, Department for Transport, 2007

Safe waste and recycling collection services, Health and Safety Executive, 2014

Secured by Design: New Homes 2014, Secured by Design, 2014

The Building Regulations 2000 Approved Document: Drainage and Waste Disposal (Part H) (as amended), Office of the Deputy Prime Minister, 2002

Waste Management in Buildings – Code of Practice (BS 5906:2005), BSI, 2005

Waste and Recycling Vehicles in Street Collection, Health and Safety Executive, 2014

Appendices

Appendix A Collection vehicle dimensions

The dimensions included in Table 9 below are based on the vehicles used by Wiltshire Council. Sufficient room should be allowed to enable these vehicles to move around the development. Dimensions are included for a standard RCV and for 'kerbsiders' used for dry recycling collections (all dimensions are in millimetres).

The council uses vehicles of the size set out in Table 9 in order to deliver sustainable services. While smaller vehicles are available, these are broadly at capacity due to the rural nature of Wiltshire and the layout of historic town/city centres. Small vehicles are inefficient due to the smaller payloads and need for regular refuelling, so their use is limited to areas where there is no other solution.

Table 9 - vehicle dimensions (mm)

Vehicle type	RCV (for wheeled bin collections)			Kerbsider (for kerbside box collections)		
	Body	Ancillary equipment	Total	Body	Ancillary equipment	Total
Length	10840	460	11300			8800
Width	2600	300	2900	2600	300	2900
Height (travelling)			3580			3550
Height (operating)			5638			5638
Vertical clearance required when travelling (i.e. when collections are not actively taking place)			4500			4500
Turning circle between kerbs	18500					
Turning circle between walls	20300					

Further points to consider regarding vehicle access include:

- Fully laden collection vehicles weigh approximately 26 tonnes. Service manholes and road surfaces should be constructed with this in mind.
- Overhead service cables, pipes, archways and other potential obstacles must be located at a level that will not prevent the vehicle from operating or travelling safely.
- To allow Waste Management Services to verify the suitability of a proposal in terms of collection vehicle access, accurate technical drawings with swept-path analysis detailing the proposed route of collection vehicles around the development should be included in plans submitted to the council.
- It should be noted that all residual waste and some recycling containers are picked up from the rear of the waste collection vehicles, while some other recycling containers are picked up from the nearside of recycling vehicles. Sufficient room should be allowed at the side of kerbsiders to allow loaders to stand and fill the loading trough. This should also be reflected in the proposed routes of the collection vehicles.
- Collection vehicles should not reverse into the development from a major road, or reverse onto a major road when exiting the development
- Parking on site (including visitors' parking) should be managed to avoid on-street parking that might prevent the collection vehicle accessing collection points.

Appendix B Example tenancy agreement terms

Management arrangements for waste collection – draft terms and guidance

Background

1. Wiltshire Council is the waste collection authority in this area and it is responsible for collecting waste from domestic properties.

2. The council has powers under section 46 of the Environmental Protection Act 1990 to specify the containers that should be used for waste collection and the substances or articles that may be put into those designated containers. In effect, this means that the council designs the collection system that is delivered. In applying this power, the council will only collect waste where it is presented in the correct containers (i.e. only paper is presented in the paper bin, and so on) and where no additional waste is left outside of containers.

3. The council also has powers to state where containers will be collected from and these collection points may be subject to change.

4. The council decides the frequency of collection per container, which may be subject to change at the council's discretion.

5. In relation to paragraph 2 above, the council has the power to take enforcement action where waste is not presented in accordance with the council's instructions. Further, where applicable, the council has the power to take enforcement action where it deems that non-compliance with council instructions constitutes a littering offence under section 87 of the Environmental Protection Act 1990.

6. In relation to paragraphs 2 to 4 above, the council has powers to charge for waste that is in excess of the capacity of containers and waste that has been placed in the wrong bin (e.g. where residual waste is put into a recycling bin).

7. Part 1 of the Housing Act 2004 sets out the council's powers and duties to tackle poor housing conditions.

8. The Housing Health and Safety Rating System (HHSRS) sets out how the powers referenced in paragraph 7 are used by local authorities to assess housing conditions. The HHSRS makes clear what landlords and tenants are required to do in respect of waste management.

9. The Management of Houses in Multiple Occupation (England) Regulations impose a duty on building managers to provide facilities for waste disposal in regulation 9 and a duty on tenants (or any other occupier) to store waste in accordance with any arrangements made by the manager of the building (regulation 10). Compliance with these duties is dependent upon compliance with the council's policies and instructions, as any arrangements put in place by managers must be compatible with the council's collection system.

The council's commitment

10. The council will ensure that an appropriate number of containers for waste and recycling are provided for each site.

11. The council will provide access to information for tenants explaining how the service operates and what the bins should be used for. If a tenant is unsure about which materials to place in their bins, the council has information on its website, www.wiltshire.gov.uk, and it can give advice by email through wasteandrecycling@wiltshire.gov.uk or by phone on 0300 456 0102.

12. The council will work with residents' associations and management companies to provide advice and guidance, attending meetings as required.

Tenants' responsibilities

13. Tenants agree to follow instructions from the council about the types of materials that can be deposited in each container, including any changes to the service that the council might make at any stage

14. Tenants agree to follow instructions from [insert name of management company], provided that these instructions do not contradict any instructions issued by the council.

15. Tenants will only deposit waste in the nominated waste storage area where communal facilities are provided

16. Tenants will only use containers for disposing of/recycling the materials that the council allows to be deposited in each container (i.e. only paper is presented in the paper bin, and so on)

17. Tenants will not deposit waste outside of designated containers and will not overfill any container

18. Tenants will not deposit any bulky items or non-household waste in designated containers or the waste storage area.

Failure to comply with responsibilities

[Management companies should insert appropriate terms and conditions here, taking account of the following paragraphs.

It is up to each management company to decide upon a means of redressing non-compliance with council waste policies. Terms in tenancy agreements should consider that where the council is unable to collect waste due to non-compliance, it will be the management company's responsibility to remove the waste. There is likely to be a cost to the management company for arranging to remove this waste, either directly by paying for someone to remove the waste or indirectly via additional unscheduled work for a company's maintenance operatives.

The terms and conditions should therefore consider how tenants will be affected in the event that the council cannot empty a bin(s) due to non-compliance with policies and the following situations arise:

- A contaminated bin has to be emptied at the management company's cost

- An overfilled bin has to be emptied at the management company's cost
- Excess waste has to be cleared from the floor of a bin store at the management company's cost. If the bins could not be emptied because of excess waste preventing the crew from manoeuvring the bins, the council will not attempt to return to collect until the next scheduled collection day, so the management company may also have to pay to have the bins emptied in the meantime . The council can offer a charged for service on request.
- Waste that is deposited outside of the nominated storage area has to be cleared at the management company's cost. For information, where the waste is litter, the waste collection service does not have the facility to remove it, so an alternative waste carrier would be required to carry out remedial work.

The council is aware of management companies which have recharged these costs to tenants (spread across the total number of tenants). It is often difficult to identify an individual resident who causes the problems, but it would be advisable to include a condition which outlines the consequences for a tenant who can be identified as the person who failed to comply with council policy and/or tenancy-agreement terms.

Where persistent issues with non-compliance are encountered, the council can investigate enforcement action referenced in the 'Background' section above. However, investigations can only take place on private land (i.e. where most bin stores are located) where the landowner gives written permission. Where such permission is not given, the council will not be able to investigate.]

Further reading:

The following sources may be useful to understand the rights and responsibilities of various parties:

- Housing Health and Safety Rating System: Guidance for Landlords and Property Related Professionals (available here on the government's website)
- Housing Health and Safety Rating System: Operating Guidance (available here on the government's website)

Appendix C Sample indemnity letter

Waste Collection
[Depot]
[Street]
[Town]
Wiltshire
[Post code]

Tel: 0300 456 0102

Dear Sirs,

Waste and Recycling Collections

Wiltshire Council, Hills Waste Solutions Ltd and FCC Environment provide waste and recycling collections in Wiltshire.

[Name of Developer] is the owner of the land [description of land] (**the Development**)

In order to access the properties forming part of the Development to collect residents' waste and recycling container(s) it will be necessary for the staff and vehicles of both Wiltshire Council and its contractors to operate within the Development. Therefore, an indemnity is required from [Name of Developer] as landowner with responsibility for the maintenance and upkeep of the Development. If [Name of Developer] is willing to provide such an indemnity, please complete the section below and return this letter to Wiltshire Council.

[Name of Developer] incorporated and registered in England and Wales with company number [Number] whose registered office is at [Address] HEREBY gives permission to Wiltshire Council and its contractors, including all parties' staff and vehicles, to operate within the Development to access the properties within the Development to collect residents' waste and recycling container(s). [Name of Developer] is the landowner of the Development and is responsible for the maintenance and upkeep of the Development.

[Name of Developer] HEREBY agrees to indemnify Wiltshire Council against all costs, claims, damages or expenses incurred by Wiltshire Council arising from Wiltshire Council or its contractors operating within the Development to collect residents' waste and recycling container(s). This indemnity shall not cover Wiltshire Council to the extent that a claim under it results from Wiltshire Council or its contractors' negligence.

Signed by [Name of Director]

for and on behalf of [Name of Developer]:……
Director

Completed letters should be returned to:

FAO: [Waste Technical Officer]

[Depot address]

Please note that completion of this form does not guarantee that a kerbside collection of waste and recycling will be possible from the properties forming part of the Development. A physical assessment of the access, in terms of suitability, road width and available turning space will need to be undertaken before collections can be made.

Yours faithfully

Waste Management Services
Tel: 0300 456 0102
Web: www.wiltshire.gov.uk

Appendix D New development protocol

Wiltshire Council

Waste and Recycling Services

Protocol for New Housing Developments

Purpose

The purpose of this protocol is to assist developers and council officers when introducing waste and recycling collections to new build developments.

Background

The Wiltshire Council housing strategy identifies a need for 2,500 new homes to be built each year. Wiltshire Council has a statutory duty to collect waste and recycling from residents but this duty is limited to collection points nearest to the publicly adopted highway. However, whilst roads within new housing developments will be unadopted, many can be accessed safely in order to undertake collections. Resident expectations are that the council will provide a waste collection service from within the development as soon as they move in.

Current Position and Issues

Currently, the council receives notification that new waste collection services are required from developers, builders, landlords and residents, or a combination of these. These enquiries can also be received through different channels, for example through the council tax team, customer services, on-site development sales offices and direct contact with officers based in operational depots. The reactive and dispersed nature of these individual notifications can cause difficulties for the waste collection teams as they may be unable to respond to these adhoc requests for service within reasonable timeframes. In addition, notifications are often received when a resident makes contract with the council following a service failure as the new collection location had not been formally notified to crews. We therefore wish to deal with collections from new housing developments proactively, and arrange for residents to receive a seamless collection service from the point they move in to their new property.

The waste service has produced a planning guidance document which has been adopted as a supplementary planning document (SPD). This document provides guidance for developers and sets out the Section 106 (s106) contributions required to financially support infrastructure delivery (i.e. provision of wheeled bins) and agreements. The SPD also stipulates the council's requirements relating to as the design and layout of new housing developments. This will be helpful in ensuring that developers adopt the best possible design practice when proposing new housing, and properly consider and provide access for waste collection vehicles and sufficient space for waste and recycling containers. The SPD does not address issues relating to individual site risk assessments and procedures for starting up a new collection service at the appropriate time.

It is expected that s106 agreements shall secure regular contact from developers about when development commences, and when properties are certified as complete by building control officers. However, experience shows that even where s106 agreements include clauses and conditions that require developers to notify the council of commencement of development, the council does not receive notification in every case. Clearly this situation needs to improve in order that the council can properly plan and resource collections for new developments at the appropriate time.

Currently, residents often move into new properties and then individually request a collection service, often at the same time as registering with the council to pay Council Tax. This approach allows little time for the waste service to plan to provide new collections. As this can happen whilst the site is still being developed, with housing construction ongoing, this can present potential safety and access problems that can impact on waste and recycling collections.

When the council operates collection vehicles on private land or an unadopted highway, the landowner may seek to hold the council liable for any damage to property. Until formally adopted by the local authority, these sites remain the property and responsibility of the developer and/or the residents. Some sites will never be publically adopted, and in such cases the council has no statutory duty to collect from these locations.

The condition of site roads can also present a safety hazard for both operatives and collection vehicles, e.g. uneven surfaces, high kerbs and raised ironworks. Collection vehicle access is also often compromised by the presence of building materials, protruding scaffolding and construction vehicles moving around the site. A further consideration is that, as the development continues, the type and locations of hazards may change on a frequent basis.

Processes for managing service requests for housing developments

1. Developers should send notifications of their intention to commence development to the council using this email address: wasteandrecycling@wiltshire.gov.uk, detailing the location, name and number of properties expected to be built.

2. On receipt of the request the council will refer this to the relevant Waste Technical Officer (WTO) who will establish if any further information is required from the developer and compare any information provided with council records to verify that collections have not already commenced elsewhere on the development site.

3. The WTO will contact the developer to arrange a site visit to meet a representative responsible for managing the site. At the site visit the parties should discuss completion dates, collection options and, where possible, agree the arrangements for service delivery once the site is occupied, including any interim arrangements during the construction phase. The council will undertake a risk assessment and will advise the developer's representative of its findings so that the parties can explore and agree any mitigations hat may be required in order to allow safe collections. The developer's representative should provide the council with:
    - Completion schedule
    - Site plan with plot numbers

- Corresponding postal address list for plot numbers

4. Following the site visit, where it is noted that roads are unadopted, the developer will be required to sign an indemnity form; the WTO will send this to the developer for completion. The council will only collect from unadopted roads where the council and its contractors have been indemnified against damage to property, and where the council has assessed that collection operations can be safely carried out (examples of safety considerations include whether the surface is suitable for RCVs to manoeuvre safely and/or for manual handling).

5. Subsequent to the site meeting, the council will allocate a collection day and round for the new addresses and update its systems accordingly.

6. When bins are required, the council will make a further site visit to ensure that there are and secure places to deliver bins and that collection can take place safely in line with what was agreed between the parties at the initial site meeting. The WTO shall complete a site assessment form (to include risk assessment; any agreed collection arrangements; photographs and this should be saved centrally with all other relevant documents for this site.

7. The developer's representative must contact the council at least 20 working days prior to the bins being required by residents to enable the bins to be ordered and delivered to site.

8. Where roads are unadopted, and indemnity has not been received prior to agreement to commence service delivery, the WTO must contact the developer and once again seek an indemnity. Collections from within the site may not commence until this indemnity has been received.

9. The council will issue a letter to confirm collection dates, provide guidance on recycling and specific collection point information. Copies of the letter will be sent to:
    - the developer, so they can include this in the resident's welcome pack when the residents moves in;
    - the resident, should they already occupy the property.

10. The council will arrange the delivery dates for the containers and will inform the developer of these dates prior to deliveries taking place.

11. The council will deliver bins on scheduled date provided that sufficient notification was provided in accordance with paragraph 7**Error! Reference source not found.**.

12. Where temporary collection points have been put in place this should be reviewed at each new phase of the development or on request from developer. This review will be undertaken by the council's waste team or contractor.

13. As stated in the indemnity, the council must be informed of any transfer of ownership of the land.

Appendix E Template wording for section 106 agreements

Definition

The table below gives examples of how we might define the term Waste and recycling contribution based upon how much information is known about an application.

Definition name	**Definition**	**When used**
Waste and recycling contribution	The sum of £[x] for the provision of waste and recycling containers for use on the Development	Where a value is known based on final designs (e.g. where a FULL application has been approved) or where the WTO has confirmed the amount in scope in the planning application consultation response
	The sum of £91 per Residential Unit for the provision of waste and recycling containers for use on the Development	Where the final designs are not confirmed but it is known that there will be no flats (e.g. based on OUT permission).
	The sum calculated using the following formula - ninety one pounds (£91) per Residential Unit (where the Residential Units comprise houses or flats grouped in blocks of five or fewer) five hundred and eighty one pounds (£581) per block of flats where bin storage is shared by between 6 and 10 flats one thousand and thirty eight pounds (£1,038) per block of flats where bin storage is shared between 11 and 14 flats and one thousand four hundred and seventy four pounds (£1,474) per block of flats where bin storage is shared between 15 and 18 flats towards the cost of providing the Residential Units with adequate waste and recycling bins	Where final designs are not confirmed and flats are in scope, but full extent is not known (e.g. based on OUT permission)

Schedule [usually referenced in the definition or waste and recycling contribution or in a general definition of contributions]

The Owners covenant with the Council that it shall:

1. Pay to the Council the Waste and Recycling Contribution prior to Commencement of Development

2. Not to Commence Development without paying to the Council the Waste and Recycling Contribution and payment acknowledged in writing by the Council

3. Prior to Commencement of Development to provide details of their designated contact for liaison regarding the waste and recycling and to provide update of their designated contact following any change of personnel

The Owner hereby undertakes and agrees with the Council that the Indemnity provisions in paragraphs 15 - 15.2 of this Deed shall be applicable to any claim or claims made against the Council and such claim arising in connection with or incidental to or in consequence of the Council carrying out its duties of waste and recycling during the course of the Development on the Land and the Owner will hold the Council fully indemnified from and against each and every said claim

The Owner shall not be liable under this clause to indemnify the Council in respect of any claim only insofar as and to the extent that the said claim is found to have resulted from the negligent act or omission of the Council or its servants or agents save that for the purpose of this clause the Owner or persons acting on behalf of the Owner shall not be regarded as servants or agents of the Council