Carmarthenshire County Council
Waste and Environmental Services

Waste Management Policy

September 2026

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Cyngor Sir Gâr
Carmarthenshire
County Council

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Carmarthenshire County Council

Waste Management Policy– August 2026

1. Purpose and Scope

This Waste Management Policy sets out Carmarthenshire County Council's approach to the collection, handling, recycling, and disposal of domestic waste for approximately **92,000 households** within its unitary boundary. It defines:

- The services provided
- Resident responsibilities
- Operational standards
- Enforcement processes
- Exemptions and special services

The policy applies to all domestic households within the unitary boundary and supports Welsh Government strategies including *Towards Zero Waste* and *Beyond Recycling*. It also applies to those premises impacted by the Waste Separation Requirements (Wales) Regulations 2023.

The council provides four Household Waste Recycling Centres, which are run by its council owned TECKAL company, Cwm Environmental Ltd. These sites are strategically located in the county for the disposal of surplus household waste. Cwm Environmental Ltd are responsible for the daily management of the HWRCs, including the bulking, sorting and distribution of Carmarthenshire kerbside collected waste, for reprocessing and to ensure maximum reuse and recycling of the domestic waste produced within the county. There is also a small network of bring sites throughout the county to service any additional domestic recycling of glass bottles and jars, together with banks for small electricals and textiles.

Carmarthenshire County Council and Cwm Environmental Ltd are responsible for Canolfan Eto, a circular economy project that keeps items in use for as long as possible, reducing the need for raw materials in the production of new goods. Cwm Environmental Ltd manage Canolfan Eto as an outlet for reused, repaired and re-purposed items, for all Carmarthenshire residents to meet circular economy principles, keeping waste materials in use for as long as possible.

2.Strategic Context

Collections Blueprint
In March 2011 the Welsh Government published its Collection Blueprint recommending a service profile for the collection of waste from households, in particular weekly separate collection of dry recyclables, weekly separate collection of food waste, use of multi compartment vehicles for a single pass collection of dry recyclables and food waste and decreased frequency of the collection of residual waste. In June 2025 this Blueprint was updated to provide best practice guidance to local authorities in delivering more sustainable cost effective and high-quality recycling services. The phased approach is part of Carmarthenshire's commitment to move to this collection methodology.

The Council aims to:

- Maximise reuse and recycling and meet its statutory recycling obligations through the education of residents on the various waste services provided by the Authority.
- Initiate and support behaviour change which promotes reuse and recycling through digital and other media communications.
- Support circular economy initiatives.
- Reduce residual waste and maximise reuse and recycling.
- Contribute to the Council's **Climate and Nature Emergency commitments** by reducing carbon emissions, conserving natural resources and promoting more sustainable consumption.
- Support delivery of the Council's **Corporate Strategic priorities**, including creating a cleaner, greener and more sustainable Carmarthenshire.

Align with the **Well-being of Future Generations (Wales) Act 2015** by taking a long-term approach to waste management, preventing waste, promoting resource efficiency and improving environmental well-being for current and future generations.

As one of the last remaining councils in Wales yet to fully adopt the Welsh Government's Collections Blueprint, it is important to align with the model to ensure the delivery of a proven, consistent, and high-performing waste collection service. The Blueprint has been shown across Wales to achieve high recycling rates, improve the quality of recyclable materials collected, and support national targets for a circular economy while delivering long-term environmental and financial benefits.

Adopting the Collections Blueprint will also demonstrate the Council's commitment to Welsh Government policy and best practice, helping to future-proof waste services, maximise resource efficiency, and ensure residents receive a service that is comparable with the highest-performing local authorities in Wales.

3. Kerbside Containment and Collection

Kerbside collections are conducted using in house staff and vehicles.
Residents must ensure recyclables are **clean, dry and squashed**. Contaminated sacks/bags will not be collected with residents notified via a sticker or tag on their receptacle. All containers for recycling are to be used for kerbside collection use only. The receptacles should not be used for anything else other than the intended purpose stipulated by the council.

The long-term plan is that all residents will move to a weekly source separated recycling service in the next few years with comingled blue bags being phased out.

3.1.1 Separately Collected Recycling

A **weekly** service for the separated recycling of:

- Paper – Blue sack
- Cardboard – Orange sack
- Metals – Red sack
- Plastics - Red sack
- Cartons – Red sack
- Film, plastic bags & wrapping – Red plastic bag
- Household batteries – White sack
- Glass - Black box
- Food Waste - 23L external food bin

3.1.2 Separately Collected Recycling (Containers)

Include:

- 40L reusable blue sack for paper
- 90L reusable red sack for plastics/cans/cartons
- 30L red tinted plastic bag, with tie handles, for film plastic bags and wrapping
- 90L reusable orange sack for cardboard
- Small white reusable bag for household batteries
- Food waste liners
- 23L external food bin + 7L internal kitchen caddy
- 43L glass box

The blue, red and orange sacks are weighted with a 1kg weight to prevent them blowing in the wind. Residents will be encouraged to put their address in the relevant section on the lid, to aid with the collection crew returning the correct sacks after collection.

3.1.3 Separately Collected Recycling - Additional considerations

- 90L reusable multi compartment reusable sack (upon request and review of households that do not generate large volumes of waste)
- Households that receive 1 roll of red plastic bags (56 bags on a roll) for the recycling of film, plastic bags and wrapping need to ensure the bag is tied and placed inside the reusable red sack on collection day and not separately at the kerbside to prevent it blowing away in the wind. For those residents with green multi compartment reusable sacks, the red bag can be placed in the plastics compartment of the sack.

3.1.4 Separately Collected Recycling - Container deliveries

- Householder on the separately collected recycling will receive an initial delivery of reusable sacks for paper, cardboard, plastics/ cans and battery sacks to reuse during their weekly collections along with 1 roll of red plastic bags (56 bags) for plastic film and wrapping and 3 rolls of 7L food waste liners (156 bags).

- Residents who need more than one reusable sack for recycling will be allowed an additional container, upon request, but need to state for which recyclable item and may be contacted by a Recycling Advisor to ascertain the need.

3.1.5 Separately Collected Recycling - Replacement, lost or damaged containers

- Once the initial planned delivery of sacks, food waste liners and red plastic bags are delivered, any further deliveries will be via an online request or click and collect for 7L food waste liners and red plastic bags.
- 7L food waste liners can also be delivered by tying a bag on the handle of their food box on collection day.
- All other receptacles such as the internal kitchen caddy and external kerbside food box, glass boxes can be ordered online. An alert will be placed on all re-orders of receptacles (apart from hygiene waste bags) to ensure that use of the receptacles is not abused. Householders who genuinely require more than the allocated amount of bags/sacks per year will be assessed on a case by case basis.

  Alert limits are:

7L food liner – for kitchen food caddy	6 rolls in a 12 month period
23L food liner – for kerbside food bin	2 rolls in a 12 month period
40L Blue sack	1 sack in a 12 month period
90L Orange sack	1 sack in a 12 month period
90L Red sack	1 sack in a 12 month period
30L Red plastic bag	2 rolls in a 12 month period
White battery sack	2 sacks in a 12 month period
5L Kitchen caddy	3 units in a 12 month period
23L kerbside food bin	3 units in a 12 month period

44L Glass box	2 units in a 12 month period
Green multi compartment sack	1 sack in a 12 month period

- All requests are monitored and residents who order receptacles above the limits may be contacted or visited by a Recycling Advisor.

3.2.1 Mixed Collected Recycling (Blue Bags)

Weekly service for
- dry mixed recycling
- Food waste

Three weekly service for
- Glass bottles and jars

3.2.2 Mixed Collected Recycling (Blue bags) - Containers

Include:
- 60L blue recycling bags
- Food waste liners
- 23L external food bin + 7L internal kitchen caddy
- 43L glass box

3.2.3 Mixed Collected Recycling (Blue Bags) – Additional Considerations

- Large cardboard boxes can be flat packed and placed, in a secure manner, within, underneath or alongside the blue bags.

- Households can present an unlimited number of blue bags for collection at their designated kerbside collection point. Only the council supplied blue bags can be used for the collection of these dry recyclable materials.

- Residents with large families (6 individuals or over) and/or those with medical needs can have their limits of additional bags/liners lifted following a Community Recycling Adviser visit to review.

3.2.4 Mixed Collected Recycling (Blue Bags) – Container Deliveries

- Households on the Blue Bag scheme will be eligible for annual deliveries of 3 rolls of 60L blue bags (156 bags), 3 rolls of 7L food waste liners (156 bags) and for a small minority on, assisted lifts and caged routes, 1 roll of 23L external food bin liners (52 bags) for the kerbside food bin. These will commence every Autumn to residents in the Blue Bag areas until the residents are moved onto the Separate collection scheme.

- Surplus stocks of blue bags can be returned to any of the council's principal HWBs in Carmarthen, Llanelli or Ammanford.

3.2.5 Additional, replacement, lost or damaged containers

- Households on mixed recycling (blue bag) areas can order their receptacles, blue bags and food waste liners online or via Click and Collect at our three principal town hwbs

- Replacement containers can also be ordered by phoning our contact centre on 01267 234567.

- Re-order alerts will be set on receptacles to prevent use for any other purpose than recycling. This will be monitored regularly and households found to be over ordering will receive contact from a Waste officer or a visit from a Community Recycling Warden.

- An alert will be placed on all re-orders of receptacles (apart from hygiene waste bags) to ensure that use of the receptacles is not abused. Householders who genuinely require more than the allocated amount of bags/sacks per year will be assessed on a case by case basis.
  Alert limits are:

60L Blue bags – Mixed recycling	6 rolls in a 12 month period
7L food liner – for kitchen food caddy	6 rolls in a 12 month period
23L food liner – for kerbside food bin	2 rolls in a 12 month period
5L Kitchen caddy	3 units in a 12 month period
23L kerbside food bin	3 units in a 12 month period
44L Glass box	2 units in a 12 month period

All requests are monitored and residents who order receptacles above the limits may be contacted or visited by a Recycling Advisor.

4. Further Kerbside Collection Services

4.1 Glass Recycling

- This is a **weekly** service in those areas whose recycling is collected in separate sacks **Separately collected recycling areas.**

- Collection is every **3 weeks** for those areas whose recycling is collected in **blue recycling bags.**

Glass Items collected include:

- Glass bottles, such as those for beer, wine and soft drinks
- Glass jars, such as those for baby food, and sauces
- Non-food and drink glass bottles and jars, such as those for perfume, aftershave, and face creams

Boxes will be issued initially to each household and if replacements are required through loss or damage, records will be obtained of the subsequent requests. Replacements are available by completion of an online 'request a recycling item' form.

The glass will only be collected from council issued boxes and only **one** glass box can be presented for collection per household. The glass box should not be used for any other purpose other than the intended purpose of glass bottle and jar recycling. Broken glass is not accepted within the glass box for health and safety reasons. If the glass box is overfilled or contains bagged glass, the collection will not take place. Window panes, thermally resistant glass (e.g. pyrex) or glass from building/remedial works will not be collected. These types of materials can be accepted at the Household Waste Recycling Centres.

Any contamination or presentation of the box on the incorrect collection day will be uncollected; a sticker will be placed on the box and a record of the infringement taken. This will commence a comprehensive education and enforcement process to assist residents to contribute fully to the recycling scheme.

It is the resident's responsibility to:

- Make sure glass bottles and jars are empty and rinsed
- Put glass bottles and jars into the box loosely, not in plastic bags.
- Not overfill the box or put out any additional glass.
- Place the box at the collection point before 6am collection day.
- Collect the box from the collection point once emptied
- Keep the box clean

A small number of households, due to access issues, will be unable to participate in the kerbside glass collection scheme and will be asked to take their glass to their local bring site or Household Waste Recycling Centre. The intention is to move as many households as possible onto kerbside glass collections as we move towards separate collections throughout the Authority.

4.2 Food Recycling

This is a weekly collection using Council-issued kerbside food bins and kitchen caddies.

The type of material accepted includes:

- All raw and cooked food including food scraps, and vegetable peelings
- Meat, fish, including bones seafood shells, egg shells
- Tea bags, coffee grounds
- Waste pet food

Residents should ensure that the lid on the kerbside container, is closed and the handle locked in place to prevent the lid being opened by vermin and animals. Residents should ensure that the kerbside food bin is kept clean. Any kerbside bins with liquids, those which are heavily soiled or contaminated with non-food materials will not be

collected. Food bins that are presented on the incorrect collection day will also not be collected.

It is the resident's responsibility to:

- Put food waste in the liners provided and present for collection within the 23-litre food waste bin
- Not overfill the bin and make sure the lid is closed and secured by folding the handle down fully to lock the lid in place to prevent spillages
- Place the bin at the collection point before 6am on collection day
- Collect the bin from the collection point once emptied
- Wash out the bin after collection to remove any food residue and to keep the food bin clean

Residents can place out for collection more than one food waste bin. Food waste internal kitchen caddies, external kerbside food bins and liners are to be used for kerbside food waste collection only and not for any other purpose. If a householder requires additional receptacles, please read section 3.2.5

23L clear large plastic liners for kerbside food caddy (limited to households with restricted road access to the property and whose property is serviced by a vehicle with a caged enclosure

4.3 Garden Waste Service

This is a **fortnightly** collection using Council issued 240 litre wheeled bin. The garden waste service is a **payable annual subscription** with collections taking place between February–early December. Residents who are first time users of the service will need to pay the annual subscription and purchase the garden waste bins (including any subsequent bins). Residents who already own a council garden waste bin, need only pay for the subscription, but will need to purchase any additional bins.

Residents registering for the service will be provided with details of their collection day.

Payment can be for the year or via monthly direct debit spread over 6 monthly payments.

Once collections have started there will be no refund if a resident leaves part way through the season for any reason.

A comprehensive terms and conditions document (section 8) provides a guide to the garden waste service provision.

Residents will be limited to a maximum 5 garden waste bins per household. For each additional bin there is a 10% discount applied.

Customers can report a damaged garden waste bin online Garden waste - Carmarthenshire County Council or by phoning the contact centre on 01267 234567. Once a report is received it is directed to the relevant officers where an investigation is carried out to determine whether any damage to a bin was caused by our vehicles, the collection crew or the customer. These checks are completed by reviewing the onboard cameras system on the collection vehicles. If the damage was caused by the crew or our vehicle, an arrangement will be made to have the damaged bin collected and a replacement issued. If the damage was caused by the resident, waste services will send an email to the customer outlining the outcome and direct them to return to the subscription page to purchase a replacement.

4.4 Absorbent Hygiene Products (AHP) & Children's disposable nappy waste collections (Subscription)

Offensive Waste (as defined in the Controlled Waste Regulations 2012) means waste that:

- Is not clinical waste;
- Contains body fluids, secretions or excretions and;
- Whose collection and disposal is not subject to special requirements to prevent infection.

The nappy and hygiene waste collections can accept the following waste types:

- Disposable bed pans & liners, incontinence pads, bed and chair pads
- Colostomy/stoma bags, catheter bags and urine bottles
- Plastic gloves & disposable aprons
- Nappies including any bags & wipes

This is a **free fortnightly** subscribed service available by registering on our website. Residents will be provided with a supply of 6 rolls containing purple bags. The bags must be placed out for collection on the relevant collection day. Hygiene waste customers may also request either a 240 or 360L purple lidded wheeled bin to store their waste. Those on the nappy only service will not be entitled to wheeled bins.

Absorbent hygiene waste (AHP) cannot be placed in any bag other than the bags which have been supplied or the waste will not be collected. Persistent misuse of purple bags for any waste other than hygiene waste (as listed on the council's website) will have stickers placed on the bag advising the resident that there is an issue. Any household found to be using the AHP bags for general waste will be visited by a Community Recycling Advisor who will provide information on the correct use of the bags. They will issue advice and guidance for using the service and explain any breaches. Any further breaches will follow the waste sections education and enforcement process.

A comprehensive terms and conditions document can be found in: Appendix 1

4.5 Residual waste collections

The EPA s46(1) permits councils to require households to place waste for collection in receptacles of a kind and number specified. On this basis the authority allows a maximum of **three black bags every three weeks** with a maximum capacity of 60L per bag. Oversized bags (such as wheeled bin liners) will not be collected. Equally very heavy bags will not be collected as the bags need to be lifted into a waste vehicle, and manual handling guidelines will be adhered to.

Bags for residual waste should be black in colour and provided by the resident.

The Council does not supply black bags to householders.

Households are permitted to put out for collection up to three black bags of residual waste every three weeks, which equates to 180 litres in capacity.

All residual waste must be placed in black bags only, residual waste presented in any other coloured bag will not be collected. Any side waste of bulky domestic items intended for residual waste collection presented alongside black bags will not be collected. Residents will need to either book a bulky waste collection or take the material to their local Household Waste Recycling Centre.

No side waste is permitted, and only black bags will be collected on residual collection days.

Wheeled bins can be used for storage but bags must be removed and presented at kerbside for collection. The Waste collection crew will not collect from non-council wheeled bins or other non-council issued containers.

If using a conventional 90L dustbin, for storage, residents can either decant from the bins to their usual kerbside collection point or leave their bags within the dustbin for removal by the recycling or refuse crews. Refuse bags must be no larger than 60 litres as heavy and over-sized bags which the collection crew find difficult to lift will not be collected.

Bags containing large quantities of broken glass and DIY materials or any with materials that could pose a Health and Safety risk to our crews, will not be collected.

Any recycling items within the residual waste collection or presentation of residual black bag waste on the incorrect collection day, or more than the prescribed quantity, will not be collected. A sticker will be placed on the bag and a record of the infringement taken. This will commence to the education and enforcement process as per section 5.

5.Container variations

5.1 Other Container solutions

- Some locations e.g. apartments, flats and hard to reach properties, where specific collection points have been identified by the Council, will be provided with appropriate waste containers to meet operational and environmental requirements for the purpose of storing waste materials. The types of containers will be defined by the Council, as specified in the Environmental Protection Act 1990.

5.2 Dustbins and Wheeled Bins

5.2.1 Standard dustbins

Householders may use dustbin(s) to store their bags on the kerbside. The dustbin(s) must be of a standard size (80-90 litres) and the householder must still house their waste in the prescribed bags for the collection i.e. black, blue or purple bags. Refuse or recycling bags should be tied and placed within these standard dustbins. They will be emptied by the refuse or recycling crews on collection day and left at the usual kerbside collection point.

The Authority will not supply or replace any broken dustbins as use of such a dustbin is the resident's choice.

5.2.2 Wheeled bins

Wheeled bins purchased privately by the resident are permitted for storage of bags but on collection day, these bags must be decanted by the resident and placed at the normal kerbside collection point. Residual and recycling crews will not empty bags from a wheeled bin on health and safety grounds and a sticker will be placed on the bin with a record of the infringement.

The Authority provides services that use wheeled bins however these are purchased to adhere to British Standards which match the hoist on the refuse and recycling vehicles. The working practices utilising these bins undergo a robust health and safety risk assessment and safe systems of work to allow collection crews to undertake collections safely from the wheeled bins issued by the Authority. The Authority do not have a way of determining the standards of privately purchased bins and therefore will not collect from these receptacles.

6. Collection and Waste Presentation

All containers remain Council property. Householders are responsible for the storage, safe-keeping, marking (to aid recognition) and cleaning of any waste containers provided by the Council. All containers must be presented correctly at kerbside for collection and only materials from Carmarthenshire County Council approved containers will be collected. Each householder shall be entitled to the following free of charge containers.

Collections operate **Monday–Friday, 6am – 2pm** excluding Bank Holidays. Any bank holidays where collections do take place or result in a collection day change will be notified to residents via a variety of media, at least two weeks prior to the changes. Bulky waste collections operate via a booking system and, also take place between 6am -2pm.

Waste must be presented after 6pm the day before or before 6am on the day of collection.

Any waste presented after the allocated time and where the refuse/recycling vehicle has traversed the route prior to the resident placing their waste at their allocated kerbside location, will not be deemed a missed collection and the householder will need to take their waste within the curtilage of their property, until the next collection cycle or dispose of at the local HWRC.

The authority strives to provide an efficient, effective service to all households and as such, expects a high standard of customer service from all collection crews. When asked by the public, the collection crews will provide information on the waste collection service when possible or redirect any additional information provision to their supervisor to escalate to the relevant team.

Recycling/Refuse crews will return emptied containers as close to the collection point as possible and avoid blocking any access to property. They will endeavour to close lids on receptacles and consider any conditions which may necessitate placement of receptacles in alternative locations to limit damage, health and safety for pedestrians and other road users or reduce the probability of the potential for lost or damaged bins due to adverse weather conditions. Where appropriate, spillages caused during collection will be cleaned by crews during their rounds. If additional cleansing is required, a request will be made to the Cleansing service.

Waste must be presented in the correct receptacles, specified by the council. Waste presented in the incorrect receptacle will be left uncollected and recorded against the property. A sticker/tag will be placed on the receptacle and a record of the infringement taken. This will commence a comprehensive education and enforcement process to assist residents to contribute fully to the recycling scheme.

Spillages due to early presentation or contamination will be reported to the Waste wardens and follow the Education and Enforcement process as per Appendix 2.

Crews will be courteous at all times and will report any verbal abuse or bad behaviour from the public towards them. Digital footage, from cameras on the collection vehicles, will be used as evidence for any claims or disputes involving non-collection or damage to other vehicles or property.

7. Bulky Waste Collections (Chargeable)

There is a charge for the collection of bulky waste items which is advertised on the Authority's website. Bulky waste items can be booked online or via the phone. There is no concession for this service.

7.1.1 Applying for a Bulky Waste Collection

Residents can register for a collection online via the Council's booking system, through the My Account feature, or by calling 01267 234567. Residents can select a slot within a six-week timeframe or be allocated the next available appointment and advised of the collection date.

Payment can be made by debit or credit card either during the call or online via My Account. Once payment has been authorised, the collection will be confirmed.

A bulky collection booking covers up to three items. If fewer than three items are booked initially, additional items can be added later. Items can also be changed or cancelled up to three working days before the scheduled collection.

Bulky waste is normally collected from the standard kerbside collection point to accommodate collection vehicles. All items must be fully accessible at this location. Collection crews are not permitted to enter any building or structure on the property including gardens.

In some cases, an alternative collection point may be agreed due to operational requirements, assisted lift requests, or the type of waste. Where this applies, a Council officer will carry out a health and safety assessment prior to approval.

If a resident requires assistance (e.g. an assisted lift), or requests a different collection location due to access or space constraints, the booking may be placed on hold until a visit and risk assessment are completed. The waste services team will confirm whether the proposed collection arrangements are safe and suitable.

Residents must remove the seals from any refrigerators or freezers to prevent the risk of entrapment. No additional items will be collected unless they have been declared and paid for in advance.

Bulky waste items collected at the kerbside may be sent to the Eto repair facility and refurbished for sale in the Eto shop.

7.1.2 Cancellations and Refunds

If cancellations are made at least three full working days before the day of the scheduled collection date, residents will be granted a full refund. Cancellations made after this period will be non-refundable.

If for any reason the collection operatives are unable to collect the items, for example due to adverse weather conditions, the operatives will attempt to collect the items as soon as operationally possible.

No refund will be given if, for any reason, the collection operatives attend the property to find:

- The items are not presented at the time of collection
- The items are not presented at the agreed collection point;
- The incorrect items have been placed for collection, or the number of items has been exceeded;
- The items are presented in such a way that the operatives are unable to safely collect the items;
- The property is secured and the collection operatives cannot gain access; or
- Another company / source has collected the items.

8. Assisted Collections

Residents who are temporarily or permanently unable to access kerbside services due to their health, or an infirmity, and where there is no one else to help within the household, can apply for an assisted collection. The service is not available if there are able bodied residents living at the same address.

Residents can register for an assisted collection online at: https://www.carmarthenshire.gov.wales/council-services/recycling-bins-and-litter/recycling-bin-collections/assisted-waste-collection/, in person at the hwbs or by phoning the contact centre on 01267 234567.

Confirmation of the following will be required when applying for an assisted collection:

- Reason for application;
- Details of anyone else living in the same household;
- Reasons why any other occupants are unable to move the waste and/or recycling;
- Provision of copy documents to confirm proof of eligibility
- Confirmation of which services the applicant requires assistance for

Applicants will need to complete the online form to ascertain eligibility for the scheme. Once the form is completed with copies of documents which are provided as proof of eligibility, waste services will arrange a visit the property to undertake site risk assessment to determine the feasibility of the collection and proposed location of the new collection point.

Residents who require a temporary assisted collection, for example during the recuperation period following an operation, will agree the length of time in which they require assistance and the assistance will automatically be terminated after that date. If residents require assistance for a longer time than originally agreed, they will be required to reapply.

Once the assisted collection has been established the collection point will be confirmed with the appropriate crews.

Residents should allow ten working days to be contacted for the assisted collection to be confirmed.

Residents should inform the council if they or a family member no longer require the service or need to amend their contact details.

A review of all households on the assisted lift service will be conducted every rolling two years to ensure those who still require the service are in receipt of the service, and the most up to date records are kept.

9. Bank Holiday Collections

Waste increases during the Christmas, New Year and bank holiday periods and should be managed through using the full kerbside recycling scheme available to all domestic residents.

All accepted recycling materials should be placed in either the mixed recycling bags (blue bags) or the separately collected sacks (Blueprint) alongside the food waste caddy for weekly recycling.

Glass and glass bottles should be presented every three weeks for those residents on the mixed recycling scheme and every week for those residents on the separate recycling scheme. Surplus glass and bottles can be taken to the nearest bring site or Household Waste Recycling Centre.

Over Bank Holiday periods, residents will need to check their collections to ensure they place their waste on the correct collection days. An unlimited number of blue bags can be presented for collection. Residents whose recyclate is collected separately, need to ensure that cardboard boxes are broken down and placed within the cardboard sack and kept dry.

10. Missed collections and disruptions

If your, black bag, recycling, glass, food, AHP or Garden Waste collection is missed, our crews will aim to return within 2 working days to collect it if it's a confirmed missed collection. If due to capacity, our crews are unable to collect in this time, your items will be collected on your next scheduled collection day. Any disruptions to our service will be published on the council's disruptions page on our website. Residents should check the disruptions page in the first instance, however if this does not give the required information and the resident is sure that the waste collection was not conducted after they presented their waste, they can report a missed collection either online or by calling the contact centre on 01267 234567.

Residents can report a missed collection from **2pm on your scheduled collection day** up until **4pm on the next working day**. Once reported, we aim to return and collect the missed waste within **two working days**.

For example:

- If your collection is missed on **Monday**, you can report it from **2pm Monday** until **4pm Tuesday**.
- If your collection is missed on **Friday**, you can report it from **2pm Friday** until **4pm Monday**. We will then arrange collection within two working days of the report.

This approach provides residents with a full working day after the scheduled collection to report a missed bin, helping to ensure all genuine missed collections can be investigated and resolved promptly.

Repeated missed collection queries may be cross checked against available tracking and camera footage from the collection vehicles. Should the tracking or camera footage show that our vehicle passed the property, and no waste was presented at kerbside, this will not be deemed a missed collection, and our crews will not return to collect the waste and the resident will be advised accordingly.

11. Housing Developments and Unadopted Roads

Whilst residents move into their new home on any new development, much of the site can remain unfinished awaiting development or building works in a phased manner. This involves the use of heavy machinery, storage of building materials, vehicles on roadways, erection of scaffolding, hazardous hard hat areas and many trip hazards. There may also be incomplete roadways and pavements, raised manhole covers, raised gullies/hydrants, and raised edges to kerbs. To ensure our staff's and vehicle safety, a development will only be entered by our vehicles and crews when all building works are fully completed or an agreement is reached with the developer for a phased entry, whereby a larger development may take several years to complete.

During the development, arrangements for waste collections will be agreed with the developer. It will be the responsibility of the developer to ensure that the waste of those

residents on assisted collections, or who have infirmities/disabilities is taken to the collection point on behalf of the resident.

It is only upon receipt of a section 38 agreement (required from the Highways Section), or indemnifying letter from the developer, that a risk assessment will be undertaken to assess whether entry to the development for waste collection either in a staged or completed phase is possible.

11.1.1. Rear Lanes and Long Reach Properties

11.1.2 Private lanes and roads

Some properties in the County are situated along narrow private lanes or country tracks which are not maintained by the Highways Department. These have the potential to damage council refuse and recycling vehicles and provide hazards for our crews. Hazards include potholes, overgrown vegetation, overhanging branches and electrical/telephone wires. Parked cars may block full access and there may be blind bends and no turning circle for our vehicles. The Authority will request that residents present their waste at the closest location to the primary highway network where collection vehicles can travel safely. In these circumstances, a risk assessment will determine the designated collection point for such properties to use. These collection points may serve one or several properties in the vicinity.

If a resident who lives on a private lane and cannot present their waste at the allocated collection point due to infirmity or disability and are on an assisted collection, a risk assessment will be undertaken to determine the most efficient means of collecting the waste. In any circumstances, the landowner would need to meet set guidelines issued by waste services regarding maintained road surfaces, adequate turning area for a vehicle specified by the Council, lighting and cut back of overgrowth of vegetation or/and overhanging branches routinely as a minimum.

11.1.3 Highway Maintained lanes

The collection crews will record via hardcopy or digitally any highway defects that require attention and that may hinder or prohibit them from undertaking their collection rounds. This information will be accessible to area supervisors and other staff. Any road, bridges or overgrowth will be reported to Highways to action.

11.1.4 Parked Cars

Collections may sometimes be hindered or cannot take place via a designated collection vehicle due to parked cars or other vehicles. The collection crew will endeavour to call back later if they encounter a vehicle which prohibits them entering a road/street/lane to collect from households. If the crew are still unable to collect the waste they may sticker a vehicle to explain they could not ingress to collect from residents.

12. Special Circumstances – exemptions

12.1.1 Large Families and Residents with medical needs

Households of six or more residents living within the curtilage of the same dwelling (not flats or houses of multiple occupation) and those households who have occupants with medical/infirmity needs that generate a larger than average amount of household waste, may receive extra recycling bags/food waste bags and put out one extra residual waste bag for collection. This exemption is subject to full compliance of the relevant recycling scheme by the householder and review by the Authority.

Residents who meet the criteria can apply online and will receive pink stickers which can be placed on their additional bag to verify to the collection crew that they have officially requested and been approved for the exemption. One whole sticker is to be used for the additional bag allowance, no part sticker or any other notice will be recognised and the bag displaying such unrecognised notification will not be collected.

If there is any infringement in materials presented for collection, the education and enforcement process will take place.

12.1.2 Fire Residue Ashes

Residents who produce ash waste from solid fuel fires, are allowed an unlimited placement of residual waste bags at kerbside. Ash must be mixed with the general domestic waste, and residents must ensure the bags do not become too heavy from the ash material. Residents will be issued with a twelve-month provision of stickers after which they must reapply. Due to the weight of clinker and ash, the material must be distributed amongst several bags to reduce strain on the bags and crews. Residents registered for additional stickers for fire residue ashes will be reviewed every two years.

12.1.3 Pet & feminine hygiene waste disposal

Pet and feminine hygiene waste must be double bagged and mixed with other domestic waste within the residual black bag. **There is no extra allowance for this type of waste in black bags**. Any excess disposable pet bedding or cat litter can be taken to a HWRC and must also be double bagged.

Any waste pet food can go into the Kerbside food bin.

13. Contamination Of Bags/Sacks, Incorrect Use Of Receptacles And Presentation On The Wrong Day

Only the correct items should be placed in the relevant recycling or refuse containers. Each container is clearly labelled with the material it can accommodate supplemented with a comprehensive Frequently Asked Questions and A-Z of recycling on our website.

Incorrect use of receptacles such as using wheeled bins which have been privately purchased or bags which are too large will result in a non-collection. Residual and recycling material placed out on the wrong day, will not be collected.

Any waste litter as a result of early presentation (without the specific instruction of the Authority) may lead to the household responsible going through our education and enforcement process. Waste which is not collected by the residual and recycling crews, and which has been stickered must be retrieved by the householder, placed within the curtilage of their dwelling to prevent waste escaping into the wider environment and dealt with accordingly.

13.1 Education & Enforcement Process

The Authority in the first instance will endeavour to raise awareness amongst householders about the requirements to recycle and dispose of waste correctly and in the correct receptacles. Enforcement will be used only for those households and persons that have received prior education and guidance, which has then not been adhered to.

A comprehensive education and enforcement process will be followed by our staff in order to foster behaviour change and adherence to the Authority's waste collection procedures (Appendix 2). This will be applied to all kerbside waste collections and those at communal collection points. The process has two enforcement pathways, for individual properties and for communal collection points

Crews will initially sticker a bag with the sticker showing the infringement. This will be followed up with an initial letter, however any further infringements will result in a visit by a waste warden and/or Community Recycling Advisor and should the resident continue to not adhere to requests and guidance given by officers, can lead to section 46 notices, fixed penalty notices or a court appearance.

Where households share a designated collection point, either at an official collection area without additional container provision or at a location whereby a large, wheeled bin or bunker has been provided by the authority to house domestic waste from several properties, waste staff will identify those that are not official sites and arrange for their removal. This will be communicated to local residents in the vicinity of the collection point with encouragement to use their kerbside service.

For official shared collection points, any misuse of the containers will result in a site visit and letters to all householders utilising the containers. Subsequent misuse of containers may result in identifying the individual household and taking action via the education and enforcement process, or by writing to all parties who utilise the collection point.

14. Household Waste Recycling Centres (HWRCs)

There are four Household Waste Recycling Centres within Carmarthenshire located at:

- Trostre, Llanelli
- Nantycaws, Carmarthen
- Wernddu, nr Ammanford

- Whitland

These sites are for the use of Carmarthenshire residents for the disposal of domestic waste only. Trostre, Wernddu and Nantycaws have adjoining transfer stations which can take commercial waste for a fee.

All site opening hours are listed on the Council website including those days when sites are closed.

Entry to any of the HWRCs requires:
- Proof of residency
- A permit if the vehicle is identified as requiring one

14.1 Proof of residency

14.1.1 Any person visiting the HWRCS in Carmarthenshire will be required to produce proof of residency when requested by site staff

14.1.2 Proof of residency accepted will include items such as a driving licence, council tax bill or recent utility bill (dated within 3 months) with a CCC address.

14.1.3 Mitigating circumstances include those residents who pay CCC council tax but have an out of county postal addresses. These can be accommodated through discussion with officers

14.1.4 Those who are unable to provide proof of residency will be denied entry to the HWRCs

14.2 Permit scheme

A permit scheme for residents was Introduced in June 2019.

This is an online application with proof of residency and ownership/lease documents. Applications for council permits can also be found at: Recycling centre permits - Carmarthenshire County Council.

The vehicle applying for a permit has to be linked to the resident's Carmarthenshire home address through the following evidence:
- Proof of residency through a council tax bill, or recent utility bill or driving licence
- A V5C registration document and
- Company headed letter signed and dated by an employer stating vehicle is for personal use
- Lease details on headed paper showing residential address

These have to be uploaded as part of the approval process. For those residents without access to a computer, an application can be made by pre booking an appointment with Cwm Environmental Ltd.

Successful applicants are issued with 12 tickets to be used in a 12 month period starting on the day of ticket issue. Permits can be renewed upon the anniversary of the

permit expiry and the criteria for vehicle permits including a vehicle guidance document (Recycling centre permits - Carmarthenshire County Council).

For residents who hire a van (sign writing not essential) on a short term basis, they will have access to the HWRC if the hire agreement is three days or less and the hire agreement and proof of residency is shown on site. The maximum size of vehicle allowed on site under this arrangement is 7.5 tonnes.

14.3 Trailers
Trailers are only allowed up to a maximum bed length of 2.44 metres (8 feet) irrespective of the number of axles. Trailers used by certain vehicles will be subject to permit conditions as per the vehicle guidance Recycling centre permits - Carmarthenshire County Council.

14.4 Black bag sorting
Householders are required to sort all recyclable materials from non-recyclable material prior to arriving at the HWRCs. Upon arrival **all** black bags need to be placed at the black bag sorting stations and any recyclable or recoverable material sorted by the householder into the relevant recycling containers.

Only non-recyclable items may remain in the residual bag. Pet faecal matter or contaminated pet litter/incontinence pads, etc need to be double bagged in transparent bags before placement into the residual black bag.

A householder will be given the option to sort their waste at the black bag sorting station or take it home to sort. All sorting is to be undertaken by the **householder**, staff on site can provide guidance and equipment to aid the resident but will not assist with the sorting. The deposit of recyclable items into the residual skips is not permitted.

Any aggression towards site staff who request that black bag sorting takes place, will be reported to the relevant authorities. Any person who leaves unsorted black bag waste or other discarded items at, or in the vicinity of the HWRCs will be considered to have committed the offence of “flytipping” as per s34 of the Environmental Protection Act 1990, and will be subject to the council’s enforcement policy.

14.5 Recycling bags/sacks at the HWRCs
Residents can dispose of excess blue bags containing comingled recycling items in dedicated skips. Wheeled bins will be provided for recyclate from the separately collected (Blueprint) areas.

The blue bag skip will be regularly reviewed and should the council require the removal of this service, it will notify residents with adequate notice, via its digital media platforms and prior signage at the HWRCs.

Bags/Sacks containing recyclate from kerbside collections should only contain clean and dry materials suitable for recycling. Site staff can ask residents to take materials home should they deem they are contaminated with other materials.

14.6 Plasterboard & Asbestos
Plasterboard is banned from landfills due to the mineral gypsum which produces hydrogen sulphide (rotten egg smell) on decomposition. It should not be placed in the residual skips on site but in dedicated plasterboard containers. There is a **limit of 3x60 litre bags of plasterboard per month** at the HWRCs.

Blue and Brown asbestos (Crociolite and Amosite) are not allowed at the HWRCs and require specialist collection, treatment and disposal. Cement-bonded asbestos (Chrysotile) can be taken to any of our HWRCs with **a limit of 3x60 litre bags per annum.** The asbestos must be double bagged and the bags sealed. Amounts of plasterboard and asbestos in excess of the amounts stated, including sheets of asbestos, can be taken to Nantycaws, and an appropriate fee paid to the site operator.

14.7 Fridges and Freezers
Residents can dispose of up to 1 domestic fridge, freezers, wine coolers or fridge freezers (including American style domestic fridge freezers and domestic chest freezers) per visit. This is to ensure that only domestic appliances are brought to the HWRC and to ensure that collections of these units are maintained so they do not exceed processor capacity

No commercial fridges, freezers or wine coolers are allowed at the HWRCs and fridges must be clean and contain no food, liquids, or medicinal products. Glass shelving should be removed or taped inside the fridge to prevent breakage.

14.8 Hazardous Waste and Electricals
Disposal of pesticides, herbicides, photography chemicals and other hazardous materials likely to be found in garages and sheds must be within a sealed container and clearly labelled. This material can be taken to any of the four HWRC with **a maximum of 5 litres per visit**. Site staff should be notified that you wish to dispose of this waste and residents will be directed to the correct disposal point.

Waste batteries (both domestic and automobile), and engine oil have dedicated containers on all HWRC sites. Waste electricals need to be placed outside of the relevant container and should be complete with their electrical leads and plugs (if they are intrinsic to the unit). These items will then be moved into the relevant containers by staff on site as residents are not allowed to enter the battery, hazardous materials or waste electrical containers.

14.9 Non- acceptable Waste
The following materials are not accepted at our HWRCs

- Blue/Brown asbestos
- Car engine or body parts including car seats
- Oil tanks
- Any other items which may be refused by the site operators on Health and Safety or permit compliance grounds.

- Tyres and gas bottles at Wernddu HWRC due to permit conditions.
- Any commercial waste (with the exception of materials brought to site under section 6.10)

14.10 Charities and not for profit organisations

Any registered charity or not for profit organisation, using the Household Waste Recycling Centres (HWRCs) for the disposal or recycling of waste, will need to contact the waste section of the local authority to register their details prior to using any of the HWRCs. The following must be provided:

- Provision of a registered charity number or company letter head showing not for profit status
- Registration number and make of the vehicle delivering waste to the site
- Date of visit and name of site
- Description of the materials being disposed
- 3 working days' notice of intended visit by emailing: ENVHWRCChanges@carmarthenshire.gov.uk

The following disposal conditions will apply at each HWRC:

- Materials will need to be segregated as much as possible with reuse and recycling applied before the visit to a HWRC.
- Disposal of recyclable or compostable materials will be free of charge per visit.
- Disposal of residual black bag waste will be limited to one visit per month and limited to a maximum of 3 standard 60 litre black bags per visit.
- Hardcore, rubble and any other construction materials will be chargeable and will need to go over the weighbridge at Nantycaws, in accordance with the opening times of the facility.
- If waste is picked up by a charity whereby, they receive monies for its disposal, then this material will have to be diverted to a transfer station or other waste facility and the appropriate disposal fee paid.

14.11 Exemptions

Members of the public who's relative has passed away or have been placed in permanent care at a local care home, but whose property is in Carmarthenshire can utilise the HWRCs for the recycling or disposal of items from the property.

In order to utilise the sites users must provide the following information to ENVHWRCChanges@carmarthenshire.gov.uk and give at least 5 working days notice prior to use of a site.

- A document showing the Carmarthenshire address, such as a current council tax bill, a recent utility bill (within 3 months) or a letter of probate from a solicitor or a letter from a care home showing the person is a full-time resident.
- The name and full address of the person applying and their relationship to the resident
- Make, model and registration number of the vehicle that will be used at the HWRC
- Name of HWRC to be used and required dates.

Up to a maximum of 3 consecutive days can be used per request. Should more than 3 consecutive days be required than a new request has to be made.

Anyone disposing of waste from a resident who has passed away or gone into long-term care MUST ensure that as much of the material is recycled or passed to reuse. Disposal into residual skips will be noted and the exemption removed if there is no evidence of items being recycled.

14.12 Donation Stations

There are five donation stations, four in each of the Household Waste Recycling Centres and one in Canolfan Eto. These are provided for the public to donate waste items, for sale at Canolfan Eto and any other Eto shop within the Authority. Items donated must be in good repair and clean. If there is superficial or minimal damage to an item, this may also be donated as it will undergo repair. Hazardous, flammable and explosive materials cannot be donated.

14.13 Assistance from HWRC Staff

HWRC staff cannot remove waste items from resident vehicles due to Health and Safety and liability reasons. A resident can request aid with a heavy item, once removed from their vehicle and may be requested to leave it on the floor by the relevant container for site staff to decant. Infirm or residents with disabilities should ensure that there is an able bodied person with them to help off load the waste items.

15. Premises subject to the Waste Separation Requirements (Wales) Regulations 2023 and other holiday letting facilities who rent their premises for financial gain.

15.1 Holiday lets & Air b n b's

Premises listed under the Waste Separation Requirements (Wales) Regulations 2023 or any other premises that rent all or part of their curtilage or other properties for financial gain will not receive a domestic collection irrespective of whether they pay council tax (including those who pay premium rates) or National Non-Domestic Rates. Such premises need to make their own arrangements with a waste contractor to collect their waste, or the council can broker with a contractor for an additional fee.

Premises which are only occupied on a seasonal basis and where the residents reside at a different address for part of the year will also be treated as commercial.

Those premises which are used solely for residential purposes throughout the year, including second homes, which are not rented out for financial gain and where there is council tax payable, will receive a domestic collection. A domestic collection at these sites may be via kerbside collections or designated collection points which will be determined by an officer of the council.

Traveller and gypsy sites where the residents reside throughout the year are deemed domestic. Transitory traveller camps or any sites which do not have valid planning permission or exemption for use as a residence will not receive a waste collection service.

The Council may reserve the right to request payment from holiday premise owners or management companies for the provision of wheeled bin containers for those sites where residents reside throughout the year and is their main point of residence. Seasonal residencies will be classified as commercial.

15.2 Places of worship and cemeteries

Places of worship are subject to the Waste Separation Requirements (Wales) Regulations 2023 irrespective of size of establishment. Waste from cemeteries with less than 2500 grave plots, and which are stand alone or within the grounds of a place of worship will be treated as domestic waste

15.3 Charities

The Controlled Waste Regulations 2012 changed the charging mechanism to impose a charge for both collection and disposal of waste from charitable organisations. The only exception is for registered charities which accept donations of items from the public e.g. clothes, crockery, furniture, etc. This type of waste remained under the classification of household waste and therefore the disposal cost will be excluded from the commercial charge for these clients only.

The remaining registered charity clients are charged the full commercial rate for collection and disposal of waste as they do not accept donations of household items from the public.

15.4 Children's Homes, Care homes and supported living facilities

Any premises which is a care home, children's home or supported living premises will be treated as commercial and expected to utilise an external waste provider for the collection of their waste

16. Terms and Conditions & Appendices

16.1 Garden Waste Terms & Conditions - https://www.carmarthenshire.gov.wales/home/council-services/recycling-bins-and-litter/garden-waste/garden-waste-terms-conditions/

16.2 Education and Enforcement Process

Appendix 1

AHP Terms and Conditions

- This service is for Carmarthenshire residents only and solely for domestic use. You confirm that the waste is not from a commercial business, e.g. a residential care home, or creche/childminder
- You will only place the items listed below in your purple bags. Wherever possible, any items should be emptied, before being bagged:
    - Disposable bed pans & liners, incontinence pads, bed, and chair pads
    - Colostomy/stoma bags, catheter bags and urine bottles
    - Plastic gloves & disposable aprons
    - Nappies including any bags & wipes
    - Feeding Tubes
- You will not put pet waste or sanitary products in your purple bags. These should be double bagged and put in your black bags.
- You will only use the purple bags provided. Please place your bags out for collection at your usual pick-up point for black/blue bags. When you need more, you will allow enough time for delivery which is 10 working days.
- You will place your bags out on the correct day, ready for collection from 6am. You can put your bags out any time after 6pm the evening before. Please do not report a missed collection until after 2pm.
- This is to allow our team sufficient time to collect your bags, this can vary for each collection depending on traffic, weather conditions, vehicle breakdowns etc.
- If you have applied for collection of children's nappies, the child/ children are only registered for the service under one Carmarthenshire address. If a relative looks after the child/children at another address, you can provide them with a purple bag to place any nappies in, but they must pass back to you to put out for collection at your own property.
- Some properties may require an assessment to see how we can assist with offering the service. If this is the case, you will not need to be present. You understand that the service will not start until we have completed the assessment.
- You will contact us if you need to suspend your collections temporarily, or if you no longer require a collection.
- If you do not put waste out on three consecutive collections, we will contact you to see if you still require the service. A review of customers will also be carried out every two years.
- You will let us know if you move house or your contact details change.
- If you are applying on someone else's behalf, we will notify you of any service change/delays about your friend/relative's collections. You agree to let them know about the changes. If you are no longer the main contact for this collection or your contact details change, please let us know.
- To provide an efficient service occasionally we may have to make changes to it. For example, how often we collect your bags, where we will collect them from and/or your collection day. We will always notify you of any change

APPENDIX 2

Education and Enforcement Process Map

Crew find a contaminated receptacle, sticker/tag - tick reason and leave bag/caddy at kerbside.

↓

Crew record the address/details etc… on the debrief form and hand it in to the supervisor

↓

The supervisor checks the information on the debrief forms, and adds any omitted information i.e. house name/number/road then sends the form on to the hub

↗ Hub checks the status on APP. If this is the 1st offence, they log the address on APP and issue a Stage 1 letter.

↘ If the hub establish that the address has had a Stage 1 previously and within the last year, it moves to a Stage 2, and the case is sent on to the Wardens via APP. If It's been over a year the cases start again from Stage 1

→ If the recipient contacts the Hub after receiving the Stage 1 letter, any conversation/communication between the Hub and the recipient to be logged in notes in actions on APP.

Stage 1

↓

****

The allocated Warden makes enquiries with Council Tax to establish who the resident responsible is. Then once identified, we have a name for the S46

→ The Warden calls at the address with the Section 46 letter, notice and Appendix to hand deliver.

→ If the contaminated receptacles are still at kerbside – search receptacles to gather evidence for possible impending FPN.

↗ If no reply at the address, we post the Section 46 and accompanying paperwork through the letter box.

↘ If the resident is home, we hand them the S46, speak to them about the contamination, educate, and explain the process and that the next step would be an FPN if they don't comply.

→ Wardens to update APP with all the information from the visit and close the job down.

Stage 2

****

If the residents continue to do something wrong, the crew sticker/tag and the debrief goes to Hub – the hub checks the history and passes the APP job on to the Wardens and notifies them of the newly opened case.

↗ Within 21 days appeal → Wardens to gather evidence during the 21 days, take photos, and make notes on APP of any misconduct.

↘ Outside 21 days appeal → Wardens to gather evidence and make a statement – and pass on all documentation to the enforcement team.

Stage 3