



Stratford-on-Avon District Council Waste & Resources Guidance 2026

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Introduction

Effective waste and resource management helps protect the environment, conserve valuable resources, and supports Stratford-on-Avon District Council's ('the Council') target of achieving a 65% household recycling rate. This guidance document provides information on the correct handling, separation, storage, and disposal of household waste and recycling. It also explains how everyone can play their part in reducing non-recyclable waste and recycling more effectively, ensuring cleaner communities and a more sustainable future.

Section 1: General Information about Household Waste

1a. Collection

1. Bin emptying calendars are available from the Council website or app. Residents can request a physical bin emptying calendar to inform them of their scheduled collection days. Any changes to these schedules will be communicated to residents within an appropriate amount of time.
 - a. Collection days may change temporarily during the Christmas/New Year period or on Bank Holidays. Residents should check their revised collection day in advance. Please note: the contractor will not return to households that present bins or bags on either the wrong day and/or time during these periods.
2. Residents may present their bins from 6pm the day before their scheduled collection, provided that the collection point is on the kerbside of the nearest adopted highway. Bins must be removed from the highway as soon as possible after collection.
 - a. For shared communal bin storage areas, access to bins must always be kept clear.
 - b. In areas with time-banded collections, residents must adhere to the agreed times for presenting and removing bins. If unsure whether their property is in a time-banded area, residents should contact the Council promptly. For commercial waste collections, refer to Section 7.
3. Once emptied, the contractor will return bins to a safe position, as close as possible to the original collection point.
 - a. Residents are responsible for ensuring that bins are stored off the adopted highway until the next scheduled collection. Failure to comply may result in a Fixed Penalty Notice (FPN) under Section 46 of the Environmental Protection Act 1990. Refer to Section 11: Enforcement for further information.
4. The contractor will not empty overweight containers. If a collection is refused for this reason, the resident must remove excess waste before the next scheduled

collection. The contractor will not return to the property until the next collection day.

5. Bin lids should be fully closed (plastic to plastic) ready for collection.
 - a. In extreme weather conditions, a small weight (such as a stone or small brick) can be used to keep the bin lid in place.
6. Only bins and boxes supplied by the Council will be emptied.
7. Wheeled bins supplied by the Council must stay at the address to which they were delivered to and remain the property of the Council.
 - a. If the resident has an additional bin but is moving property within the District, please refer to 1c. Special Service Arrangements.
 - b. If the resident is new to the property and does not want the bin, for example, a garden waste bin belonging to the previous owner, the new resident or landlord/managing agent is responsible for contacting the Council and paying for its removal.
8. For properties with sack collections, the contractor will only collect sacks from properties approved for this collection service. The contractor will not enter the property boundary unless the household is eligible for an assisted collection (see Section 1c).
9. If residents' bins are not emptied, a bin hanger will be left explaining the reason.
 - a. If the bin was not emptied due to contamination, the resident must remove the contamination before the next scheduled collection.
 - i. The contractor will not return before the next scheduled collection day if contamination has been recorded on the Council's system.
 - ii. Persistent failure to remove contamination may result in enforcement action.
10. The contractor will only collect from private or unadopted roads that are suitably constructed and meet a standard where adoption would be possible. This is to prevent damage to the road surface or collection vehicles.
 - a. Security gates must be left open to allow unrestricted access for collection vehicles, and adequate turning space must be provided.
 - i. If private or unadopted roads do not meet these criteria, residents must present household waste at the kerbside of the nearest adopted highway or provide the contractor with indemnity, either via the developer or individually, against any road damage.

1b. Maintenance, Servicing and Storage

1. Residents are responsible for maintaining their bins in a hygienic and serviceable condition.
2. If using a shared collection point, residents can number their bins to identify ownership.

3. Residents can request a repair or replacement bin if it becomes damaged. A charge applies to all replacement bins or repairs.
 - a. If a bin is damaged or broken during waste collection, specifically by the collection vehicle, the Council will provide a free replacement once the contractor has logged the incident. The contractor will post a card to inform the resident of the incident.
 - b. If a container has been vandalised or stolen, a replacement may be provided, subject to payment from the resident.
4. If a resident has ordered a replacement bin due to vandalism or damage not caused by the contractor, they do not need to empty their existing bin before the swap, provided the waste inside is not too heavy.
5. Bin storage areas must comply with the Council's developer's guidance and be accessible between 7am and 5pm, Monday to Saturday.
 - a. If security gates are present, they must be left open, or the management agent/property owner must provide key fobs and/or codes to enable the collection crews to gain unrestricted access.
6. In the event of an abandoned bin:
 - a. If the bin is found on private land, it is the responsibility of the landowner/resident to pay for removal of the abandoned bin.

1c. Special Service Arrangements

1. The Council recognises that some residents may need additional assistance with bin collections. Assisted collections are available for residents assessed by the Council as having a genuine need due to infirmity, disability, or medical reasons. The contractor will collect and return containers from a designated location within the property.
 - a. Assistance will not be provided if an able-bodied person lives at the property or if neighbours are willing to help.
 - b. Adequate access to containers must be maintained at all times. The contractor will not return to properties where access is blocked, (for example, by a locked gate or loose domestic animal) until the next scheduled collection.
 - c. Households qualifying for assisted collections will be reviewed periodically to confirm continued eligibility.
 - i. The Council will review the assisted collection list every two years and may contact residents to confirm ongoing eligibility.
2. The Council recognises that some households may struggle with the capacity of standard containers. Please refer to Section 2 for details on requesting an additional bin.

- a. If a household already has an additional bin and is moving within the district, they must inform the Council of their new address so records can be updated and permits amended, if necessary.
3. Properties without a pavement or kerb adjoining their boundary, will be permitted to present their bins just inside the curtilage of their property.
 - a. This is a maximum of 1.5 metres from the roadside.

1d. Service Failures

1. In the event of a missed collection, residents have two working days to report it after the scheduled collection date.
 - a. For example: if the collection was due on Tuesday, report by the end of Thursday. If the collection was due on Friday, report by the end of Tuesday.
 - b. The contractor may review collection footage or images before agreeing to return and empty any missed containers.
 - c. Missed collections of communal shared bins must be reported using the same process as individual household waste bins.
 - d. In the event of a missed collection (which has occurred due to Council/contractor error) in place of a return collection, where agreed, residents may be permitted to present extra sacks.
 - i. a maximum of four bags may be presented on the next scheduled household (non-recyclable) waste collection day.

Section 2: 123+ Collections

Since August 2022, Stratford-on-Avon District and Warwick District residents have been served by a joint waste collection system known as the 123+ service. Delivered in partnership with Biffa Waste Services Limited, the Councils provide:

- Three-weekly collections of household (non-recyclable) waste
- Fortnightly collections of dry recycling and garden waste
- Weekly collections of food waste

2a. Household (non-recyclable) waste

1. Residual household (non-recyclable) waste is collected every three weeks.
 - a. Properties eligible for sack collection instead of a wheeled bin will have fortnightly collections.
 - i. Two sacks per collection can be presented.

2. Residents must place their waste container(s) at the collection point by 6am on collection day and store them within the property boundary between collections.
 - a. Once emptied, the wheeled bin will be returned by the contractor to a safe position, as close as possible, to the point it was collected from.
3. Each household is provided with one grey 180 litre wheeled bin for household (non-recyclable) waste. Residents who are unable to manage a bin of this size can be offered a smaller 140 litre wheeled bin.
 - a. If households have a communal waste collection in place, please refer to Section 3.
4. Bin lids must be fully closed. No side waste or extra sacks will be collected, including over Christmas and New Year.
5. Household (non-recyclable) waste must not include any recyclable, food, or garden waste.
 - a. Items such as soil, bricks, rubble, DIY waste, oil, or hazardous waste will result in the bin being recorded as contaminated and not emptied.
 - i. It is the resident's responsibility to remove the contamination before the next scheduled collection date.
 - ii. The collection crews will not return before then.
6. Additional bins may be provided if the household meets one or more of the following criteria:
 - a. There are six or more permanent occupants in the household; there are two or more children in disposable nappies; one or more of the residents has a medical need which results in additional waste being generated.
 - i. Residents should note that absorbent hygiene waste, such as nappies, adult incontinence products, and wipes, is classed as a non-hazardous waste stream and can be placed in the household (non-recyclable) waste bin.
 - ii. Residents should note that additional capacity to deal with pet waste, will not be granted.
 - b. Requests for an additional household (non-recyclable) waste bin will be assessed by the Council. The Council may ask for proof from the resident to show that the criteria has been met, such as a council tax bill. If the Council does not believe that the criteria has been met, a full refund will be issued to the resident.
 - c. If the at least one of the criteria has been met, and full payment has been made, the household will be provided with a 140-litre grey bin. If two or more of the criteria have been met, the Council will review the requirements on a case-by-case basis.
 - d. Once the Council has agreed that the household can have an additional bin, a permit will be sent to the property address. Only bins with valid permits will be emptied. In the event a household has an unauthorised

bin without a valid permit, the household must make a proper application (including payment) to assess if eligible for an extra bin. No property is eligible for more than three additional 140-litre bins.

- e. The Council carries out an additional bin review every two years. Households recorded as having an additional bin will be contacted to confirm whether they still require the extra container.
 - i. Households that no longer need their additional bin will have the container collected thereafter.
- 7. If a valid permit is not displayed on the wheeled bin, collection crews will not empty the container and will record it as unauthorised. Where a resident repeatedly presents an unauthorised bin without a valid permit, the Council reserves the right to remove the bin from the property.

2b. Dry recycling

- 1. Dry recycling is collected on a fortnightly basis.
 - a. Dry recycling is still collected fortnightly, even if the property is eligible to present waste sacks or a recycling box, instead of using a wheeled bin.
 - i. If the property is eligible for a sack collection instead of a wheeled bin, two sacks per fortnight can be presented for collection.
- 2. Residents must place their waste container(s) at the collection point by 6am on collection day and store them within the property boundary between collections.
 - a. Once emptied, the wheeled bin will be returned by the contractor to a safe position, as close as possible, to the point it was collected from.
- 3. Each household is provided with one, blue-lidded, 240-litre grey wheeled bin for household recycling. Residents who are unable to manage a bin of this size can be offered a smaller wheeled bin of 140 litres.
 - a. Properties unable to store a wheeled bin will be supplied with black lidded boxes to present their dry recycling.
 - b. If households have a communal waste collection in place, please refer to Section 3.
- 4. The contractor collects the following materials for recycling:
 - a. Paper, card & cardboard; cans & tins; glass bottles & jars; empty aerosol cans; clean foil; cartons (Tetra Pak); plastic bags and wrapping; mixed consumer plastics (bottles, pots, punnets, tubs and trays).
 - i. Shredded paper should not be put into the dry recycling bin as it cannot be processed at the recycling facility. Residents should place shredded paper into their household (non-recyclable) waste bin or (in the case of small amounts) it can be placed in their garden waste bin.
 - b. Residents are asked to keep recycling loose, and not in a bag, whole and clean.

- i. Residents are encouraged not place items inside other items and keep each item separate.
- 5. Households may also present use the kerbside collection service to recycle their textiles & shoes, household batteries and small electronic appliances (WEEE). If the resident wishes to recycle any of these, they must place the items in bag and on top of any wheeled bin or black box.
 - a. Items cannot be presented on their food waste collection due to the type of collection vehicle.
 - b. If residents wish to recycle multiple items, such as textiles and household batteries at the same time, they must bag them both separately so that collection crews are able to distinguish the items clearly.
 - c. Items must fit in a small cage underneath the collection vehicle. For this reason, we accept:
 - i. Small kitchen appliances (no bigger than a toaster); small home appliances; personal care/grooming appliances; children's toys; mobile and digital phones; cameras; small game consoles; tablets; e-readers; fairy lights; electrical cables and chargers.
 - ii. Collection crews have the right to refuse to take items that will not fit under the vehicle. Residents can refer to the Council website to see alternative methods of recycling their WEEE.
 - d. Collection crews can take AA, AAA, C, D, 9v, button, mobile and laptop batteries.
 - i. Car batteries will need to be taken to the nearest household waste recycling centre and not put into the household dry recycling bin.
 - ii. Batteries for e-bikes or e-scooters will also need to be taken to the nearest household waste recycling centre.
- 6. Dry recycling should not include any food, garden or household (non-recyclable) waste. Contaminated items cannot be recycled and therefore collection crews have the right to refuse collection and log the bin as contaminated.
 - a. It is the resident's responsibility to remove the contamination before the next scheduled collection date.
 - i. The collection crews will not return before then.
- 7. Additional dry recycling containers can be purchased, online or through our contact centre.
 - a. The cost of an additional dry recycling container is variable, and it is recommended that residents should review the Council's [fees and charges](#) list to confirm the price.
 - b. Alternatively, extra recycling can be placed in a cardboard box, provided that the box is also intended for recycling, or a rigid container.

2c. Garden waste collection (subscription service)

1. Garden waste is a subscription only service. The cost of a garden waste permit is variable and can be found on the Council's [website](#).
 - a. Permits run annually from 1st April to the following 31st March.
 - b. Additional permits can be purchased if required.
 - c. Valid permits must be clearly displayed on the bin body to ensure collections are made.
 - i. A replacements permit can be requested if the original permit has not been received after ten working days from payment.
2. Residents must place their waste container(s) at the collection point by 6am on collection day and store them within the property boundary between collections.
 - a. Once emptied, the wheeled bin will be returned by the contractor to a safe position, as close as possible, to the point it was collected from.
3. Subscribers are provided with one 240-litre green bin (or hessian sack) per paid permit.
 - a. If households have a communal waste collection in place, please refer to Section 3.
4. If the resident moves addresses, but stays within the district, their subscription can be transferred to their new address.
 - a. Residents must contact the Council to arrange for a new permit to be issued.
 - b. No refunds, in whole or in part, will be issued if a subscribing resident moves outside of the district during the year.
5. The Council suspends the garden waste collection service for two weeks over the Christmas and New Year period. Collections will not be made during this time, and this will be communicated to residents, as part of the changes to their collection schedules.
6. The Council is unable to refund residents for any collections that do not take place due to circumstances beyond our control, such as extreme weather preventing collection.
7. If the resident presents frozen or compacted garden waste, the collection crews have the right to record this and refuse to empty the bin.
 - a. Once recorded on the Council's systems, the contractor will not return to empty this bin.
 - b. It is the resident's responsibility to ensure that their waste can be collected on their next scheduled collection.
8. Garden waste should not contain any household (non-recyclable), dry recyclable or food waste. Collection crews have the right to log the bin as contaminated if such items are found within the bin.

- a. Furthermore, the bin should not be full of soil or turf; hardcore, stones or rubble; knotweed or ragwort.
 - b. Residents may place straw bedding in the garden waste bin but sawdust should be placed in the household (non-recyclable) waste bin.
 - c. It is the resident's responsibility to remove the contamination before the next scheduled collection date.
 - i. The collection crews will not return before then.
- 9. Property Management Agents can subscribe to the garden waste service for communal properties and purchase multiple garden bin licences.
- 10. Further information, including the terms and conditions of service, can be found here [Garden Waste Collections](#).

2d. Food waste collection

- 1. Food waste is collected weekly.
- 2. Residents must place their waste containers(s) at the collection point by 6am on collection day and store them within the property boundary between collections.
- 3. Once emptied, the caddy will be returned by the contractor to a safe position, as close as possible, to the point it was collected from. Each household is provided with one 23-litre green outdoor food caddy and an indoor food caddy. If households have a communal waste collection in place, please refer to Section 3.
- 4. Residents are responsible for maintaining their food waste containers in a serviceable condition.
 - a. Replacements will not be provided due to poor maintenance.
- 5. Caddy liners are not provided by the Council. Residents are encouraged to line their indoor caddy using their own preference.
 - a. Plastic bags are common to use; however, paper, compostable liners or bread bags are alternatives.
- 6. Food waste caddies should not contain any household (non-recyclable), dry recyclable or garden waste.
 - a. Food waste should also not contain fluids, such as milk and oil, containers or packaging of any kind.
 - b. If collection crews find any of these items in the resident's food waste caddy, they have the right to refuse collection and log the waste as contaminated.
 - c. It is the resident's responsibility to remove any contamination before the next scheduled collection date. The collection crews will not return before then.
- 7. Additional containers can be requested and are subject to the relevant fees and charges.

- a. Households can present up to two 23-litre kerbside food caddies, ready for collection.
- b. The contractor is not required to empty any more that may be presented.

Section 3: Communal Properties

Households may be registered as a communal property and therefore receive different collections to other households across the District.

3a. Household (non-recyclable) waste

1. Residents may have a larger communal 1100-litre or 660-litre wheeled bin for their household (non-recyclable waste).
 - a. In some instances, communal properties may use 180-litre wheeled bins or sacks.
2. Communal household (non-recyclable) waste is collected fortnightly.
3. Household (non-recyclable) waste should not include any recyclable, food or garden waste.
 - a. Furthermore, if items such as soil, bricks, rubble, DIY waste, oil and hazardous waste are found within the household (non-recyclable) waste, collection crews have the right to record the waste as contaminated and will not empty the bin.
 - i. In this instance, the landlord or managing agent is responsible for making sure the contamination is removed before the property's next collection.
 - b. Collection crews will log illicit deposits of bulky waste in communal bin storage areas.
4. In the event of a communal bin not being emptied, residents should contact their landlord or managing agent in the first instance.
 - a. In case of a damaged or broken bin, residents should also contact their landlord or managing agent first.
5. If a communal bin store or storage area is used, access needs to always be clear. If the area or bin store is not clear, collection crews will not collect the waste.

3b. Dry recycling

1. Residents may have a larger communal 1100-litre or 660-litre wheeled bin for their dry recycling.
 - a. In some instances, communal properties may use 240-litre wheeled bins or sacks.
2. Communal dry recycling is collected fortnightly.

3. Dry recycling should not include any household (non-recyclable), food or garden waste.
 - a. Collection crews have the right to record the waste as contaminated and will not empty the bin.
 - i. In this instance, the landlord or managing agent is responsible for making sure the contamination is removed before the property's next collection.
4. In the event of a communal bin not being emptied, residents should contact their landlord or managing agent in the first instance.
 - a. In case of a damaged or broken bin, residents should also contact their landlord or managing agent first.
5. If a communal bin store or storage area is used, access needs to always be clear. If the area or bin store is not clear, collection crews will not collect the waste.

3c. Garden waste

1. Garden waste is a subscription only service. The cost of a garden waste permit is variable and can be found on the Council's website.
 - a. Permits run annually from 1st April to the following 31st March.
 - b. Additional permits can be purchased if required.
 - c. Valid Permits must be clearly displayed on the bin body to ensure collections are made.
 - i. A replacements permit can be requested if the original permit has not been received after ten working days from payment.
2. Communal households may use shared 240-litred wheeled bins for garden waste.
3. Communal garden waste is collected fortnightly.
4. The Council suspends the garden waste collection service for two weeks over the Christmas and New Year period. Collections will not be made during this time, and this will be communicated to residents, as part of the changes to their collection schedules.
5. The Council is unable to refund residents for any collections that do not take place due to circumstances beyond our control, such as extreme weather preventing collection.
6. If the resident presents frozen or compacted garden waste, the collection crews have the right to record this and refuse to empty the bin.
 - a. Once recorded on the Council's databased, the contractor will not return to empty this bin.
 - b. It is the resident's responsibility to ensure that their waste can be collected on their next scheduled collection.

7. Garden waste should not contain any household (non-recyclable), dry recyclable or food waste.
 - a. Furthermore, the bin should not be full of soil or turf; hardcore, stones or rubble; knotweed or ragwort.
 - b. Crews will only collect garden waste produced from household gardening. Any waste generated through commercial services, such as those provided by landlords or property management companies, is not accepted.
8. If collection crews find any of these items inside the garden waste bin, they have the right to refuse collection and log the bin as contaminated.
 - i. In this instance, the landlord or managing agent is responsible for making sure the contamination is removed before the property's next collection.
9. In the event of a communal bin not being emptied, residents should contact their landlord or managing agent in the first instance.
 - a. In case of a damaged or broken bin, residents should also contact their landlord or managing agent first.
10. If a communal bin store or storage area is used, access needs to always be clear. If the area or bin store is not clear, collection crews will not collect the waste.

3d. Food waste

1. Communal households may have a shared 140-litre brown outdoor food waste bin or shared 23-litre outdoor food waste caddies.
2. Food waste is collected weekly.
3. Food waste caddies should not contain any household (non-recyclable), dry recyclable or garden waste.
 - a. Food waste should also not contain fluids, such as milk and oil, containers or packaging of any kind.
 - b. If collection crews find any of these items in the food waste containers, they have the right to refuse collection and log the waste as contaminated.
 - i. In this instance, the landlord or managing agent is responsible for making sure the contamination is removed before the property's next collection.
4. In the event of a communal bin not being emptied, residents should contact their landlord or managing agent in the first instance.
 - a. In case of a damaged or broken bin, residents should also contact their landlord or managing agent first.

5. If a communal bin store or storage area is used, access needs to always be clear. If the area or bin store is not clear, collection crews will not collect the waste.
6. If residents would like their food waste containers to be cleaned, they will need to contact their landlord or managing agent.

Section 4: Bulky Waste Service

The Council offers a bulky waste collection service, for households wanting to dispose of large items.

1. The service is available for the removal of large domestic household items, furniture, and electronic white goods – e.g. cookers, refrigerators and washing machines.
 - a. The contractor will not remove any DIY waste.
2. Residents should review the Council's [fees and charges](#) list to determine the price of collection.
 - a. Crews collect a maximum of 5 items.
 - b. Bookings are limited to one collection per week, Monday to Friday inclusive.
 - i. The collection date is provided at the time of booking.
3. Bulky waste collections are for domestic properties only.
4. Residents can pay for the removal of general waste in black bags.
 - a. Three black bags count as one item.
 - b. Residents who wish to do this must declare so at the time of booking their bulky waste collection.
5. Items booked in should be placed outside the property boundary so that they are clearly visible and accessible for collection by 6am on the specified collection day.
 - a. Items must not cause any obstruction or danger to members of the public.
6. Items to be collected must be listed at the time of booking; no additional items or amendments can be made after the booking has been taken.
7. Collection will be made from one address only; items cannot be split between two or more properties.
8. Residents have the right to cancel their bulky waste collection by contacting the Council, no later than 3pm on the last working day before the collection date.
 - a. If a refund is applicable, the Council will refund the amount within ten working days.
 - i. The Council does not refund any bookings where items that placed out for collection subsequently get taken by a third party.
 - b. No cancellations can be made on the collection date.

9. All items must be empty, and loose parts should be secured.
 - a. Fridges & freezers must be completely cleared, defrosted and secured.
 - i. Collection crews will not collect commercial fridges or freezers.
10. All items must be able to be lifted by two operatives.
 - a. If an item does not meet health and safety requirements, the collection crew will not collect the item(s) and inform the Council of the reason.
11. The Council reserves the right to refuse to collect any item(s).
12. The Council reserves the right to cancel or amend any booking by giving you reasonable notice.
13. Where possible, items left outside before collection should be covered to prevent them from becoming soaked, such as cushion sofas.
 - a. If an item becomes too heavy due to waterlogging, collection crews are entitled to refuse collection on health and safety grounds.

Section 5: Clinical Waste

Clinical waste collections may be provided to residents who require them, subject to confirmation from a medical practitioner.

1. Where eligible, clinical waste is collected weekly, provided that at least one member of the household produces infectious clinical waste.
 - a. Clinical waste is collected weekly in yellow sacks.
 - i. Residents receive clinical waste sacks from the Council. If they require additional sacks, they should contact the Council to arrange delivery.
 - b. The Council will determine if a household is eligible for clinical waste collections.
 - c. A medical practitioner must contact the Council directly to confirm that clinical waste collections are required.
 - i. This practitioner may be a doctor, practice nurse, clinician, or community health professional.
 - ii. Documentation may be requested to verify that the resident meets the necessary criteria.
2. If the household's medical waste consists only of incontinence products or other personal waste, these can be placed in the household (non-recyclable) waste bin.
 - a. Dialysis equipment can also be disposed of in the household (non-recyclable) waste bin, provided recyclable components are separated first.
3. Needles, syringes, or lancets (prick sticks) are considered clinical sharps and must not go in household bins.

- a. These should be taken to a pharmacy for specialist disposal in a sealed 1-litre sharps container.
 - i. Containers larger than 1 litre should be returned to the household's local GP surgery.
- b. A list of participating pharmacies is available and regularly updated on the Council's website.

Section 6: Hazardous & Restricted Waste

1. The Council does not collect hazardous or restricted waste at the kerbside.
2. Residents should visit Warwickshire County Council's website or contact them directly for guidance on how to dispose of these items safely.
 - a. Examples of hazardous or restricted waste include large electrical appliances, paint, chemicals, plasterboard, gas cannisters and tyres.
 - b. Residents who wish to dispose of asbestos must contact a private waste contractor who is registered to manage such material.

Section 7: Commercial Waste

The Council does not dispose of commercial waste.

1. Businesses should not use the Council's domestic waste collection or on-street litter bins, for the disposal of their commercial waste.
 - a. If evidence is found relating to a business using on-street litter bins or domestic waste bins to dispose of their business waste, the Council reserves the right to issue a Fixed Penalty Notice (FPN) under Duty of Care, Section 34 of the Environmental Protection Act 1990.
2. Under Section 34 of the Environmental Protection Act 1990, businesses are under a Duty of Care to transfer their waste to an authorised person and to transfer a written description of the waste, to the person taking it.
3. Businesses will need to contact companies directly to organise their commercial waste collection or visit Warwickshire County Council's website for more information on their waste management.
4. Since 31st March 2025, businesses, charities and public sector organisations in England must follow Simpler Recycling Legislation.
 - a. Businesses are legally required to separate dry recycling materials, food waste and non-recyclable waste before collection.
 - b. Waste collectors must collect these materials separately and paper/card must be kept apart from other recyclables unless impractical.
 - i. Micro-firms (fewer than 10 full-time employees) are exempt until 31st March 2027.
 - c. Non-compliance may lead to enforcement action by the Environment Agency.

5. In areas with time-banded collections, businesses are only allowed to put their waste out, for collection, on the public highway at specific times of the day. This usually coincides with trading hours.
 - a. All commercial waste presented for collection, on the public highway, must be contained within clearly identifiable sacks (not black sacks), bins or tapes with words and logos identifying the waste collection provider and their contact information.
 - b. Business waste that is stored inside businesses premises, can be collected outside of the time banded windows.
 - i. Under Section 47 of the Environmental Protection Act 1990, the Council can serve a statutory notice, for any waste presented on the public highway outside of the time banded windows, where evidence can support the identification of an alleged offender(s) breaching the regulations. Refer to Section 11 on enforcement.
6. If business waste has not been collected during the time banded window or shortly afterwards, businesses should move the waste back within their premises and contact their waste collection provider immediately.
7. The Council reserves the right to temporarily suspend the time banded windows, only in areas which are affected by special events (such as Christmas Markets and Mop Fairs).
 - a. The Council will communicate any changes to businesses via the website and through social media channels.

Section 8: Schedule 2 Collections

The Council offers a collection service for several 'not-for-profit' companies.

1. The following types of premises can purchase a Schedule 2 collection, which is one 240-litre wheeled bin for recyclable waste or 180-litre wheeled bin for non-recyclable waste. Premises may also purchase a schedule 2 collection for food waste.
 - a. Recyclable waste is collected fortnightly and non-recyclable waste is collected every three weeks. Food waste is collected every week.
 - b. These premises include charities and charity shops; village halls or community hubs; residential hostels or nursing homes; holiday lets (houses or caravans); cemeteries, but only for one year.
 - c. The Council also offers a fortnightly collection of one 1100-litre wheeled bin for recyclable waste at Warwickshire County Council run schools.
2. Prices for a Schedule 2 collection are variable but are displayed within the Council's [Fees and Charges list](#).

Section 9: New Developments & Developer Guidance

Developers should always consult with the Council's Environmental and Operational Services team before ordering bins for new developments.

1. Developers will need to confirm to the Council what type of collections they would like to have; individual or communal.
 - a. Developers will also need to confirm whether they intend to supply residents with a bin store if they intend to buy communal bins.
2. Developers should inform the Council on which properties are allocated to which bin store to determine capacity requirements and calculate the number of bins needed per bin store.
 - a. The size of the bin store needs to accommodate the correct number of bins and provide ample room for access and necessary movement by the crew during collection and when replacing bins.
 - b. The bin store area must be accessible and allow enough room for any communal bins to be wheeled to the vehicle without restrictions.
 - c. The pathway to and from bin store must not be steep and must be wide enough to allow the bins to be wheeled to the vehicle and made from material that can withstand the weight of full bins (not grass/gravel).
3. Developers should inform the Council of occupation dates to ensure the properties have been properly added to collection schedules.
4. Unless a communal bin store is present, or a bin collection point has been established, collections are made next to the nearest adopted highway.
 - a. The contractor will not walk more than 12 metres to retrieve bins.
5. The Council's refuse vehicles will only travel along roads that have been constructed to WCC adoptable standards.
 - a. The road surface must not be block paved.
 - b. There must be a clear passage from bin storage area to collection point/vehicle with no obstruction, such as parking bays, bollards, railings, or other street furniture.
 - i. It is more appropriate to have bin presentation points adjacent to the adopted highway.
6. Wherever possible, road layouts should be designed so that refuse collection vehicles do not have to reverse or use turning heads.
 - a. If reversing is unavoidable, and can be undertaken safely, then the distance should not exceed 12 metres.
 - b. Where a proposed cul-de-sacs is longer than 12 metres, turning spaces must be provided to accommodate the largest vehicles in use.
7. There needs to be enough clear space around the collection vehicle to allow efficient operation. A minimum working area of 4 metres in length should be available where the containers are emptied.

8. Developers are usually required to pay for bins via invoice. The Council will not release bins for delivery until the payment is showing as fully paid within the system.
 - a. The Council is unable to set up any developer bin call-off schemes or payment plans.
9. The Council is unable to provide 1100-litre or 660-litre wheeled bins.
 - a. The Council can provide recommendations of bin suppliers, but the final decision is down to developers.
 - b. The Council recommends the purchase of metal bins due to durability.
10. If the development has security gates, they must be left open, or the landlord/management agent/property owner must provide key fobs and/or codes to enable the collection crews to gain unrestricted access.
11. If the developer would like the bins delivered to a compound or designated area rather than to individual properties, they must specify this during the ordering process.
 - a. In the absence of specified delivery information, the contractor will have discretion to decide the delivery location.
 - b. Where bins are delivered to a compound, they may be supplied without wheels or axles attached. The installation of these components will be the responsibility of the developer.

Section 10: Street Cleansing

The Council's contractor, Biffa Waste Services Limited, undertakes a range of street cleansing activities across the District. This does not include any Council owned parks and open spaces.

1. The District's street cleansing schedule is organised by area and road type:

Type of Road	Litter Picking	Channel Sweeping
Main Rural Centres	Daily	Twice weekly (plus pavement sweeping)
A Roads	Every 4 weeks	Every 2 months
B Roads	Every 8 weeks	Every 2 months
C Roads (Rural)	Every 8 weeks	Every 3 months
D Roads (Residential)	Every 16 weeks	Every 3 months

NB. Main Rural Centres means Alcester, Bidford-on-Avon, Henley-in-Arden, Kington, Southam, Studley and Wellesbourne.

1. The contractor cleanses the full extent of the adopted highway, including mechanical or hand sweeping of channels, pavements, backlines, verges, cycles lanes, laybys, ditch lines, central reservations, roundabouts and traffic islands.

- a. Cleansing activities are completed in accordance with all relevant health and safety legislation and standards.
 - b. The contractor coordinates cleansing activities on high-speed roads with the Highway Authority and/or National Highways.
2. The contractor will cleanse to “Grade A” standard in accordance with the Defra Code of Practice on Litter and Refuse (2006, as modified 2019).
 - a. This grade sees that the area is predominantly free of litter and refuse except for some small items.
 - i. Inspections are regularly carried out by the Environmental and Operational Services Team, throughout the year, and areas are graded for levels of litter and detritus with appropriate remedial action being taken to meet the stated grade.
3. Stratford-upon-Avon Town Centre is cleansed by operatives, daily, seven days a week.
 - a. Service requirements include for cleansing operations consist of:
 - Removal of litter
 - Emptying of litter and on-street recycling bins
 - Cleansing areas where required
 - Cleansing the exterior of litter and on-street recycling bins
 - SLA to deal with reported issues within 4 hours within Stratford-upon-Avon (24 hours other daily areas)
 - Weed control and removal
 - Channel and pavement sweeping
 - b. The following towns and large villages in the District have a daily cleansing schedule cleansed by area teams (please note Shipston Town Council are responsible for the street cleansing in Shipston):
 - Alcester
 - Bidford-on-Avon
 - Henley-in-Arden
 - Kineton
 - Southam
 - Studley
 - Wellesbourne
4. At certain times of the year, the Council organises for additional cleansing, mechanical street sweeping and/or litter picking to be undertaken in areas which have the greatest need, including during the autumn leaf fall period.
5. The contractor also carries out various other street cleansing activities, aside from litter picking and channel sweeping.

- a. The contractor carries out bi-annual hot washing of pavements in Stratford Town Centre to remove chewing gum, spillages, and staining (where possible).
 - b. When emptying litter bins or during litter picks, the contractor should collect clean recyclable material separately from non-recyclable waste.
 - c. They should keep areas around channel drains and gully grids clear of detritus (including leaf and blossom fall).
 - i. However, it is not the contractor's responsibility to clear blocked drains as this is the responsibility of the Highway Authority.
 - d. The contractor should decide a cleansing plan for areas where roads or footpaths are heavily obstructed by parked vehicles, in advance of completing operations.
 - e. They should remove animal/dog fouling and human excrement.
 - i. They will only be required to remove fouling/excrement in the areas which are cleansed, daily.
 - ii. Ad hoc cleansing requests may be sent to remove human or animal waste or vomit. These will be reviewed by the contractor prior to cleansing being completed.
 - f. They should sweep around street furniture and report any unauthorised furniture to the Council.
6. The contractor is also responsible for cleansing car parks.
- a. The contractor is required to litter pick car parks, as well as empty any litter bins and sweep the surfaces. They are not contracted to cleanse car park stairwells. Refer to the table below:

Car Park	Type	Frequency
Stratford Town Centre	Litter Picking and Litter Bin Emptying Cigarette Bin Emptying Surface Sweeping	Daily (April to September) Twice weekly (October to March) Every 3 months Every 3 months
District Areas	Litter Picking Litter Bin Emptying Surface Sweeping	Weekly (all year) Weekly (all year) Every 3 months
Stratford Leisure Centre	Litter Picking Litter Bin Emptying Surface Sweeping	Daily (April to September) Daily (April to September) Every 3 months
Southam Leisure Centre	Litter Picking Litter Bin Emptying Surface Sweeping	Twice weekly (all year) Twice Weekly (all year) Every 3 months
Shipston Leisure Centre	Litter Picking Litter Bin Emptying Surface Sweeping	Twice weekly (all year) Twice weekly (all year) Every 3 months
Studley Leisure Centre	Litter Picking	Twice Weekly

	Litter Bin Emptying Surface Sweeping	Twice Weekly Every 3 months
The Greig Leisure Centre	Litter Picking Litter Bin Emptying Surface Sweeping	Twice weekly Twice weekly Every 3 months

7. The Council supports contractor involvement in local community cleaning projects.
8. For queries about litter bins within the District, refer to the Council's [Litter Bin Protocol](#).
9. The contractor will also remove dead animals from the adopted highway within 3 working hours of discovery or notification (where safe and permissible).
 - a. If the dead animal is a domestic pet, the contractor will check for any identification. The contractor will store the dead pet for a period of 15 working days.
 - i. If, after 15 working days, no owner has made effort to collect the pet, the contractor can dispose of the dead pet at the delivery site.
10. The contractor will remove any accumulations of fly-tipped waste and recycle or dispose of as appropriate.
 - a. If the contractor identifies asbestos, or other hazardous waste, the Council will be informed and asked for approval prior to the handling of the waste.
 - b. The contractor will gather evidence all fly-tipped waste to support the Council's enforcement activities.
 - i. Council officers may investigate fly-tipped waste prior to the contractor doing so. If evidence is found, the suspect may be liable to receive a Fixed Penalty Notice (FPN) under the Environmental Protection Act 1990. Refer to Section 11 on Enforcement.
11. The contractor is authorised to remove any items of graffiti and flyposting from public buildings, highway surfaces, street furniture or other public property as requested by the Council.
 - a. For private property, removal may only occur if offensive in nature and landowner is unable to remove. A charge will be incurred for this service. Landowners should refer to Fees and Charges document.
12. The contractor will remove clinical sharps and drug-related paraphernalia from publicly accessible land and dispose of accordingly.
13. The contractor can provide street cleansing services for planned events, including multi-day events with prior arrangement.
 - a. The contractor should collect all waste arisings, including cleansing sacks from community litter picking events.

14. The contractor will ensure all highway surfaces within main rural centres remain free of weeds and unwanted vegetation.
15. The contractor is responsible for deciding whether to grit certain Council owned locations, dependent on local weather conditions.

Section 11: Enforcement

The Council's priority is offering education to residents and businesses before enforcement action.

1. In the event of repeated abuse of regulations, the Council can issue warning letters, under the Environmental Protection Act 1990 to residents or businesses, informing them of the breach in regulation.
2. In the event of further breach in regulations, the Council can issue residents or businesses with a Fixed Penalty Notice (FPN), where evidence can support the identification of an alleged offender(s) breaching regulations set out within the Council's protocols.
3. The payment of an FPN discharges liability of an offence.
4. Failure to pay the FPN or repeated offences may result in prosecution.

Section 12: General Policies

1. Any financial amount in this document may be subject to annual price review and change without consultation.