

Clean and Green Neighbourhoods



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Recycling and waste minimisation

Using your Burgundy Bin

Your Burgundy Bin can be used to recycle flattened cardboard, brown paper and brown envelopes, mixed plastics i.e. bottles, food trays, yoghurt pots, margarine tubs etc, clean food and drinks cans, clean glass jars and bottles, clean foil trays, clean aluminium foil and empty aerosols, and waxed food packaging i.e. milk cartons, fruit juice containers. You can put in textiles and shoes, contained in a securely tied clear plastic bag.

The caddy (inner box) in your Burgundy Bin is for recycling newspapers, magazines, catalogues, white envelopes, telephone directories, the Yellow Pages, catalogues, glossy pamphlets and junk mail. Shredded paper can also be put in the bottom of the caddy, weighted down by other papers. You can also put in used domestic batteries, e.g. AA, in a securely tied clear plastic bag, in the top of your caddy.

Please **do not** put carrier bags (other than those used to contain textiles or batteries), film, expanded polystyrene, food, garden waste, nappies, wrapping paper, greetings cards, or other household waste in the burgundy bin.

Large cardboard packaging can be left at the side of the bin along with any excess recycling which can be left in clear plastic bags at the side of the burgundy bin on collection day.

For all Burgundy Bin queries, visit the website at www.ne-derbyshire.gov.uk or contact us on the number below.

Alternate Week Collection / Green Bin scheme

The green bin is for green waste and other biodegradable household waste.

This includes garden waste such as hedge clippings and grass cuttings, vegetarian pet waste, e.g. sawdust / shaving used as bedding, and cooked and uncooked food waste, i.e. leftover fruit, salad, vegetative waste, egg shells, bread, pastries, pasta, meat, fish (raw and cooked - including bones), plate scrapings, tea bags and coffee grounds. Food can be placed in paper bags manufactured to the British Standard EN13432 only, not plastic bags.

Please make sure the correct waste goes in your green bin as we will not be able to collect contaminated bins. Please do not put any burgundy bin recycling, wallpaper, wrapping paper, stone, rubble, soil, turf, dog or cat waste, nappies, bin liners, carrier bags, polystyrene, timber, plywood, ashes or other household waste in the green bin. Please do not use any bags other than paper bags manufactured to EN13432 in your green bin.

For all Green Bin queries, visit the website at www.ne-derbyshire.gov.uk or contact us on the number below.

Composting

Derbyshire County Council, in partnership with Even Greener, provide a scheme where you can order great value compost bins and accessories. You can order a compost bin by calling **0844 571 4444** or visiting www.derbyshire.getcomposting.com.

Alternatively, you can phone Derbyshire County Council on **08456 058058** for an order form. Schools can also enquire about free compost bins.

Contact us

For more information contact our Clean and Green Neighbourhood Team on **(01246) 217610** or visit the website at www.ne-derbyshire.gov.uk

Refuse collection

We collect waste from around 45,000 households in the district. We run an alternate week collection service, with a fortnightly kerbside (Burgundy Bin) collection service for recyclable plastics, tins, bottles, papers cards and textiles.

How is my bin collected?

You need to put your bin at the kerbside (or at an agreed collection point) on your usual collection day. Please make sure that:

- Your bin is put out on the right day before 6.30am
- The lid is fully closed
- Your bin isn't overloaded with heavy waste (e.g. soil, bricks or rubble)
- You don't put out extra rubbish (side waste) with your black or green bin as it won't be collected. (Side waste is accepted with the burgundy bin only.)
- Your car won't obstruct our collection vehicle
- Your green and burgundy bins do not contain waste which shouldn't be there.

What if I forget to put my bin out?

You will miss your collection and it won't be emptied until the next scheduled day i.e. if you miss your black bin collection, you will have to wait two weeks until the

next time your black bin is due to be emptied. In exceptional circumstances, we may consider a one off collection but we will not be able to specify a day when this will happen and the bin will need to be left in an easily accessible position.

Can I have a replacement bin?

If your bin has been damaged by our collection vehicle and cannot be repaired we will provide you with a new one free of charge. If it has been stolen we can deliver a new one, however you will be charged for the new bin. As this is theft, this should also be reported to the police immediately. You might be able to claim on your house insurance.

If you move into a property and there is no bin on site, you will be charged for the new bin.

What if I have a large family?

If there are six or more permanent residents in your house you may qualify for an extra bin, as long as you meet all other relevant conditions - for example, that you are recycling as much as possible. An application form needs to be completed and you will receive a visit from our recycling promoter to assess your waste needs.

There is a one off fee in payment for the extra capacity of waste to be collected.

You can also apply if there are other exceptional circumstances that mean you have a higher level of waste than normal. We will consider each case individually. Visit the website at www.ne-derbyshire.gov.uk or contact us on the number below.

What if I need help to put my bin out?

If there is no-one in your home who can take your bin out, you may qualify for the assisted collection service. Our crew will collect and/or return your wheeled bin from your property.

We will only do this if there is no other able bodied person available to regularly take the bin to the kerbside. A temporary service may also be available to cover short-term incapacity. An application form would need to be completed for every resident in the household.

Application forms are available online at www.norfolk.gov.uk or by contacting us on the number below.

What if I have large items for collection?

We offer a service for the removal of bulky items from outside your home, to help people who cannot take the larger items of furniture, household and garden waste to their local Household Waste Recycling Centre. There is a charge for this service (which is payable upfront) but concessionary rates are available for people on benefits. You would need to present your items on the collection day at the front of your property, as near to the curtilage as possible, for 6am.

Items from inside the property/round the back/in garages, can also be removed, however this would be on a quotation only basis and no discounts would be given.

If you require a house clearance we can provide you with a non-obligation quotation. Alternately, you could use a private company that provides this service. You can find companies who do this in Yellow Pages or online - try under House Clearance. However, residents should check that the

company they chose are a registered waste carrier. For more information, call us on the number below.

What if I have clinical / medical waste?

If you have a sharps box, you should take this to your GP surgery for them to arrange the disposal.

We collect clinical waste from residents on instruction from the Area Health Authority.

Please contact your health care professional (district nurse, GP or surgery nurse) who will complete a waste assessment form and email it to us. A member of staff will then contact you with the collection arrangements.

I run a business. How do I dispose of my waste?

All businesses have a legal duty to make sure they have proper and adequate arrangements in place to deal with the disposal of waste arising from their commercial trading activity.

Our commercial refuse service is available to most companies and businesses, including schools and residential/nursing homes in NE Derbyshire.

There is a charge for this service - the cost will depend on the volume of waste produced, number of containers, access arrangements and possibly the type of waste generated.

There are a range of containers available to suit different waste disposal needs. Please contact the trade waste section for further information on **(01246) 593049**.

Contact us

For more information contact our Clean and Green Line on **(01246) 217610** or visit the website at **www.ne-derbyshire.gov.uk**

Street Cleansing

We clean roads, footpaths, car parks and other public areas across the area to keep our district clean and healthy. We are responsible for:

- Removing litter and detritus
- Sweeping roads and footpaths
- Removing fly-tipped waste
- Removing dead animals from the highway
- Cleansing highway surface water drainage gullies
- Emptying litter and dog waste bins

When reporting any street cleansing matter, please give us as detailed a description of the area as possible to ensure we can clear the item(s).

We can also take action against people who commit 'enviro-crimes' such as littering, fly-tipping or dog fouling - with fines for people who break the law.

We are not responsible for the street cleansing maintenance on private land. We would refer this to the Environmental Health section for them to contact the landowner in order for them to arrange the relevant maintenance. We also carry out private street cleansing work, e.g. sweeping car parks. For more information on private works contact our Clean and Green Line on **(01246) 217610**.

Littering

Litter is an eyesore, is expensive to clear up and attracts insects and vermin. Small amounts of discarded rubbish are classed as litter, but larger quantities are considered as 'fly-tipped waste' and are dealt with differently (see section on Flytipping).

Litter and dog waste bins

We empty bins in areas which fall under our responsibility, e.g. on the highway or land that we own. Local Parish Councils are responsible for the control of litter on their own recreation grounds, open spaces and land they own.

You can ask us to consider installing a new bin - or ask for an existing waste bin to be replaced - by calling us on the number below. We'll need to know why you think a bin is needed, and then visit the site to decide if there is a need and, if so, what kind of waste bin would be best.

If the request for a bin is on Parish Council land, we would contact them, on your behalf, with your request and see if they are prepared to install the bin.

Fly-tipping

This is the illegal dumping of waste on public or private land. Waste should only be disposed of on land that is controlled by a waste management licence.

If the waste is on the public highway or on our own land we will clear it away, usually within five working days. We will search the fly-tipped items to try and find any

identification of who has committed the offence. If you see anyone fly-tipping please contact us on the number below as soon as possible and give as much detail as you can - such as the registration number of the vehicle etc.

If the fly-tipping is on private land this will usually take longer to clear as we have to contact the owners to get them to clear the waste.

Visit the website at www.ne-derbyshire.gov.uk for more information about this.

If you discover fly-tipped waste you can report it online at www.ne-derbyshire.gov.uk or call us on **(01246) 231111**.

Discarded syringes / needles

If you find a discarded syringe or needle, do not touch it or let anyone else around you touch it, and do not put it in a litter bin, toilet or drain. Contact the council immediately.

If you find a syringe or needle on private property the owner must be notified.

If it is found in a public place, contact us and we will arrange a collection, please give us as detailed a description of the location as possible to ensure we can find the syringe quickly.

A discarded syringe is usually collected within two hours. If you feel you want to help before then, follow the advice below:

- Find a suitable container, preferably metal
- Wear heavy-duty gloves and pick up the syringe using tongs or tweezers, not scissors

- Pick up the syringe in the centre of the barrel
- Hold the tongs / tweezers in one hand and container in the other at arm's length
- In a horizontal position place the object, sharp end first, into the container
- Turn the container vertically and let the syringe drop into the container
- If the container has a cap put it on
- Wash your hands thoroughly and keep the syringe safe until it is collected

Gully cleaning

We clean highway surface water gullies in our district on behalf of Derbyshire County Council.

Highway gullies on major routes are cleaned twice a year, with others cleaned once a year. If a gully is blocked or flooded we will also try to clear them as a matter of urgency. If we are unable to clear it, due to it being blocked further than one-metre up the pipework, it is passed to Derbyshire County Council for them to deal with. To report a blocked or flooded gully contact us on the number below.

Contact us

For more information contact our Clean and Green Neighbourhood Team on **(01246) 217610** or visit the website at **www.ne-derbyshire.gov.uk**

Dog Warden services

We deal with a range of dog-related problems, from fouling to strays to barking. Our job is to encourage responsible dog ownership and take enforcement action where necessary.

If you are a dog owner you must keep your pet under control at all times, and not allow it to stray. This means keeping it on a lead when out and about in public places. Your dog must wear a collar and identification tag with your name, address and telephone number, even if it is micro chipped - or you could face a fine of up to £500.

Dog fouling

Dog faeces carry harmful infections, and is an eyesore. We encourage people to be responsible and clean-up after their pet - but will take enforcement action if necessary, as part of our ongoing stand against enviro-crimes.

We can issue a fixed penalty notice of £50, for a first offence, or take legal action with a maximum court fine of £1,000.

If you are a dog owner, always clean up after your dog and make sure you either take it home with you or put it in a dedicated dog litter bin.

If you see a dog owner who doesn't clean up after their dog please let us know. Contact us with the details as soon as possible. All information is dealt with in the strictest confidence and personal details will not be released to the offender.

You can report dog fouling online at www.-ne-derbyshire.gov.uk or call Environmental Health on **(01246) 231111**.

Stray dogs

If we pick up a stray dog we will return it to the owner if it is wearing a collar and tag or it is microchipped. Otherwise we will keep it safely at a local kennels and do everything we can to contact the owners. Dogs will only be released when the owner pays the release and kennelling fees and any other costs we have incurred. If a dog isn't claimed after seven days we will attempt to re-home it.

Reporting a stray dog

We provide a round-the-clock response to stray dog problems, working with Bolsover District Council.

If you have found a dog, please report it and our Dog Wardens will collect it during office hours. If it does not appear dangerous please try to contain it, but please do not try and contain a dangerous dog, report such dogs to the Police on 101.

The council also operates an out of hours service where you will be advised of where to deliver the dog to.

During office hours (Monday to Friday 9am to 5pm) please contact Environmental Health on **(01246) 231111**.

Outside office hours (all other times, including weekends) please contact the Bolsover District Council on **(01246) 242424**.

Report a lost dog

If you have lost a dog in North East Derbyshire, you must contact Environmental Health on **(01246) 231111**, as well as the police on **101**.

Please bear in mind that even small dogs can cover several miles, so if you live near the border with another council, report your missing dog to them as well.

Dangerous dogs

We work with the police to deal with dangerous dogs, and will prosecute offenders. There are laws that cover banned breeds and dogs that are out of control in public places - please see the Department for Environment, Food and Rural Affairs website at **www.defra.gov.uk** for more information.

To report a dangerous dog call the police on **101**.

Barking dogs

If you want to complain about a continuously barking dog, you can report this online at **www.-ne-derbyshire.gov.uk** or call Environmental Health on **(01246) 231111**.

Microchipping

The law now requires all dog owners to have their dog microchipped (April 2016). The Council offers a microchipping service in addition to most veterinary practices. There is a charge for this service. For details please contact Environmental Health on **(01246) 231111**.

Contact us

For more information contact Environmental Health on **(01246) 231111** or visit the website at **www.ne-derbyshire.gov.uk**. You can also contact the Police on **101**.