



**Council of the
ISLES OF SCILLY**

HOUSEHOLD WASTE COLLECTION POLICY

Environment Services

December 2025

Version History – for further detail see change log			
Date	Version	Author role	Purpose of change <i>[eg scheduled review; administrative change; change in legislation; change following feedback]</i>
17/12/25	V1	Head of Environment	Details on reporting a missed a collection added.

Full title, including version number

Household Waste & Recycling Collections Policy V1.

Purpose

To outline the Council's commitment to collect and manage domestic household waste and recycling as well as the actions required for all householders to participate fully in the service.

Scope

This policy is for residents across the islands where the Council directly manages, or sub-contracts, waste & recycling services (St Mary's, St Agnes, Bryher and St Martin's).

Through the Isles of Scilly Waste Reduction Strategy, the Council's overarching ambition is 'to deliver sustainable and compliant waste and recycling services across the islands, as a minimum level of requirement'.

The Council's Corporate Plan 2022-2026 Objective C2: work with residents, businesses and organisations to reduce the volume of waste across the islands: 15% by 2025 and 25% by 2030.

In 2019 the Council of the Isles of Scilly declared a Climate Emergency and since that time has developed and adopted a Climate Change Action Plan (2022). The Climate Change Action Plan recognises the urgent and accelerated action needed to reduce global greenhouse emissions. In relation to waste and recycling, the Action Plan sets objectives to reduce carbon emissions by increasing the amount of recycling available.

The policy document is designed to support the weekly collection service of residual 'black bag' waste and recycling, and to layout agreed policies and procedures that

are clearly defined, as to avoid any uncertainty for residents, Council Members and Officers of the Council.

The Council of the Isles of Scilly directly collects, or manages via subcontracts on the St Agnes, Bryher and St Martin's, household waste from all domestic properties and stipulates:

- The size and type of the collection receptacle(s).
- Where the receptacle(s) must be placed for the purpose of collecting.
- The materials or items which may or may not be placed with the receptacle(s).

This document outlines how the Council of the Isles of Scilly is to deliver the waste and recycling collection service as well as the actions required for householders to participate fully in the service to recycle and dispose of their waste.

The following areas are covered by this document:

- Assisted collections
- Limit on the Number of sacks and no side waste
- Putting out receptacles for collection
- Additional recycling sacks for households
- Materials accepted
- Enforcement procedures
- Communication and Engagement

Policy details

Definition of Household Waste

Household waste is that which is derived from a domestic property which is used wholly for the purpose of living accommodation.

1. Assisted Collections

This policy outlines how householders can access the assisted collection service so they can participate fully in the waste and recycling collection service.

- 1.1 Assisted Collection is available to residents who are unable to transport their waste/recycling to their collection point. Assistance is available to any resident, where there are no other occupants in the household aged 16 years or over, who are physically able to assist in transporting the waste/recycling to the boundary of the property or kerbside for collection.
- 1.2 Applicants must meet at least one of the following criteria to be eligible for an assisted collection:
 - aged 75 or over
 - suffer with a short, or long-term mobility issue
 - registered with a disability
- 1.3 Residents are required to complete a simple application form specifying reasons for requesting the service.
- 1.4 Telephone contact to the applicant maybe carried out where necessary for purposes relating to collection points by the Council or the Council's sub-contractor.
- 1.5 Assisted collections are subject to the Council being satisfied that service provision is warranted and that collections can be made safely.
- 1.6 Residents on the 'assisted collection' register will have their bags of residual waste and recycling collected by a collection operative, or sub-contractor of the Council, from an agreed location.
- 1.7 Assisted waste collection sacks should be clearly visible on the side of the property, closest to the main road access and not within a structure, such as a shed.
- 1.8 If the resident's circumstances change, the resident must inform the Council.

- 1.9 The Council will review the register on an annual basis with those on the register asked to reapply. Failure to respond will result in the service being withdrawn.
- 1.10 Applicants are able to appeal against a decision to refuse an assisted collection within 10 working days of being informed of the decision. This can be done by emailing zerowaste@scilly.gov.uk or by letter to the Council addressed to:

Environment Services (Waste & Recycling)
Old Wesleyan Chapel,
Garrison Lane
St Marys,
Isles of Scilly,
TR21 0JD

2. Limit on the number of sacks and no side waste

- 2.1 The Council does not currently issue residents with receptacles for residual waste.
- 2.2 The Council provides all residents on St Mary's, St Agnes, Bryher and St Martin's with reusable containers for their recycling:
 - a sack to contain plastics and metals,
 - a sack to contain cardboard and paper and:
 - a box to contain glass bottles and jars.
- 2.3 The Council will collect what is considered a reasonable amount from residents. As the Council does not supply residents with wheeled bins or alternatives, it is required to limit the number of residual 'black bag 'sacks collected.
- 2.4 The Council will not collect and manage any side waste (waste which is left unbagged).
- 2.5 All waste and recycling must be bagged prior to collections or drop-off at bring sites on the off islands.

a) Limit on the number of sacks placed for collection

- 2.6 Households are able to place up to two 90l sacks of residual waste out for collection per week. The Council seeks to encourage residents to reduce as much waste as possible.
- 2.7 Alongside residual waste sacks, residents are able to place one reusable sack of plastic and tins (95l), one reusable sack of cardboard and paper (120l) and one box for glass bottles and jars (55l) for recycling, per week.
Material isn't required to be presented weekly.
- 2.8 If residents have additional and one-off excess waste or recycling above the limits set, they are encouraged to bring this to their local household waste and recycling site.
- 2.9 The deposit of domestic material by householders on St Agnes and Bryher will be monitored.
- 2.10 Any residents who will more often require extra provision of recycling containers i.e., due to the numbers of permanent residents living in the property, need to contact the Council and will be required to complete a form.
- 2.11 As the Council manages both household and commercial waste, frequent and excessive amounts of household waste will be further investigated, which may include opening sacks to identify the owner of the waste.
- 2.12 The Council will provide advice to households on how to maximise the presentation of materials for both black bag residual waste and recycling.

b) No Side Waste

- 2.13 The Council will not collect any waste or recycling which is left unbagged i.e., cardboard boxes, that are placed alongside the permitted one reusable paper and cardboard sack.
- 2.14 Should the householder continue to present unbagged and additional waste in addition to the limit set above, the Council will take appropriate action.

c) Overloaded Sacks

- 2.15 The Council will not collect sacks that either by their weight, or volume, are considered overloaded and these will be rejected at the discretion of the operator's judgement and will not be collected for health and safety reasons.

- 2.16 All bags must be securely fastened at the top.

2. Putting out receptacles for collection

This policy sets out how the Council operates the waste and recycling collection service and provides information to residents on how, where and when their waste and recycling should be presented.

a) Presentation of waste and recycling (St Mary's and St Martin's)

- 3.1 Waste and recycling receptacles must be presented at the kerbside by 8.30 a.m. on the day of collection and returned within the boundary of your property on the same day. Collections will usually be up to 4.00p.m. For Missed collections see section 3.9.
- 3.2 The Council advises residents to contain their residual waste in dustbins /wheelie bins (no larger than 120l), or to use seagull proof sacks to help deter pests and gulls and avoid spillage onto streets. It is the householder's responsibility to ensure that all waste is adequately, and safely contained, up to the point of collection.

b) Frequency of collection (St Mary's and St Martin's)

- 3.3 The Council will collect household waste and recycling on a weekly basis.
- 3.4 The collection day will normally be the same day of the week.
- 3.5 If the Council is required to make collections on a bank holiday, householders will be notified.
- 3.6 The Council will advise of collection arrangements throughout the year and over bank holiday periods if they are subject to change.

c) Missed collections (St Mary's and St Martin's)

- 3.7 Waste and recycling sacks are to be presented for collection by 8.30a.m on the designated day of collection.
- 3.8 Any waste not presented by 8.30 a.m on the day of collection, will be considered a 'missed' collection for reporting reasons. Responsibility for the disposal of the waste will then become that of the householder, the Council

will not return to collect the waste until the next scheduled collection day, unless there are exceptional circumstances.

- 3.9 If the Council or its subcontractor misses a collection, householders are required to contact the Council. Any missed collections reported by 12 noon on the same day of the scheduled collection will be collected on the same working day. Missed collections reported after 12 noon on the day of the scheduled collection, will be re-scheduled and collected by 12 noon on the next working day (excluding weekends and bank holidays).
- 3.10 Where householders do not present their waste or recycling for collection in accordance with Council requirements, the householder will have the following options:
 - take the waste to the household waste & recycling site
 - store the waste until the next scheduled collection day

d) Servicing flats/mixed property (St Mary's)

- 3.11 The Council recommends that 1100l drop-sided wheelie bins are used for the storage of residual waste only prior to collections being made, if they can be used. Alternatively, seagull proof sacks can be used to help deter pests and gulls and avoid spillage onto streets.
- 3.12 The Council recommends that where 1100l drop-sided wheelie bins cannot be used for residual waste that an alternative solution is found for the storage of material with the Environment Services team. The Council recommends that for any new development applicants consult with the Environment Services team.
- 3.13 The Council is able to assess the servicing of residential flats on an individual basis and support residents where practical. Home visits or telephone contacts can be carried out where necessary.

e) Servicing of rural properties (St Mary's)

- 3.14 Rural properties should present their waste and recycling at the safest/nearest point to the highway. Collection vehicles will not ordinarily drive on an unmetalled road (of a road not having a hard surface). Exceptions are made at the discretion of the Council where there is an excessive number of properties to make a collection from.

f) Presentation of waste and recycling St Agnes and Bryher

- 3.15 The Council subcontracts waste management on St Agnes and Bryher. There is currently no provision for kerbside collections on St Agnes and Bryher. Any changes to this service will be in consultation with the community.
- 3.16 Waste and recycling must be taken to St Agnes and Bryher bring sites on the opening days and times as advertised and must be deposited in the correct containers.

4. Additional recycling containers

- 4.1 The Council provides residents with a reusable sack to contain plastics and metals, a reusable sack to contain paper and cardboard and a box to contain glass bottles and jars.
- 4.4 Any residents who will more often require extra provision of containers i.e., due to the number of permanent residents living in the property, need to contact the Council to request additional containers and could be required to complete a form.
- 4.5 If residents require new recycling containers due to wear and tear, or breakages they are required to contact the Council's waste and recycling team via email zerowaste@scilly.gov.uk or calling 01720 424450. In future, residents will be asked to complete a form.

5. Materials accepted

a) 90l Black waste sacks for residual waste (Residents provide)

- nappies
- feminine hygiene products
- black trays
- polystyrene
- food waste (which isn't home composted)
- sweet wrappers
- toothpaste tubes
- animal bedding
- pouches and cartons/tetra pak
- broken/unbroken drinks glasses (wrapped up sufficiently)
- paper/card with glitter/glue
- pet poo and pet litter

b) 120l blue reusable recycling sacks for paper and card (Council provides)

Clean and flattened:

- cardboard boxes and tubes (except crisp tubes)
- paper
- newspaper
- printed paper
- photographic paper
- glossy magazines
- envelopes

c) 95l Red reusable recycling sacks for plastics and metals (Council provides);

Clean, rinsed, dry and squashed:

- foil
- cans
- aerosols
- tins
- pots, tubs and trays
- plastic bottles

d) 55l Black reusable boxes for glass bottles and jars (council provides)

- Clean, rinsed and dry:
- wine and beer bottles
- jam jars
- make up jars
- perfume bottles

Does not include:

- broken glass
- pyrex or cookware
- drinking glasses
- sheet glass

6. Enforcement

6.1 Building awareness and having an educational approach is important to help residents understand their role and assist with improving recycling and operating efficient services and is the first step the Council will take.

6.2 All waste must be presented in Council advised waste receptacles (as per 3.2) and the Council issued recycling sacks to ensure it can be safely collected

from the kerbside (St Mary's and St Martin's) and accepted at off island waste sites.

6.3 The Council will reject for collection/acceptance of waste and recycling for the following reasons:

- Overloaded sacks by weight or volume
- Untied sacks
- Sacks presented over the allowances set
- Contamination of recycling
- Contamination of black bag waste i.e., with electricals

6.4 Repeated presentation of side waste will be dealt with by the Council in the same manner as 'contamination of recyclable materials' – see section 6.5 and 6.6.

Contamination of recyclable materials

6.5 Recycling and waste sacks containing contaminated material will not be collected. A notice will be left on the sacks stating why it has not been collected. It is the responsibility of the householder to remove the contamination and dispose of it in the correct manner. If the contamination is removed, the waste and recycling will be emptied on the next scheduled collection day.

6.6 The householder will be given two stickers/letter notifications for two separate occurrences of contamination of recycling and waste sacks.

6.7 After the second incident (within a 12-month period from the date of the initial advisory letter) may result in waste and recycling not being collected by the Council.

7. Communication and engagement

7.1 Engagement with residents is crucial to ensuring what is expected of residents, and what they expect from the Council, is communicated clearly and effectively.

7.2 The Council will commit to widely share this policy and information relating to waste and recycling collections (& other waste and recycling operations), waste reduction and recycling on its website, its social media channels and through printed leaflets, where necessary.

Policy review and evaluation

This policy will be reviewed on an annual basis or when services change.

We want to ensure that your needs are met

If you would like this information in an audio format, Braille, large print, any other format or interpreted in a language other than English, please contact:

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Old Wesleyan Chapel
Garrison Lane
St Mary's
Isles of Scilly TR21 0JD
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