

### **Flat lid/ No side refuse policy**

The Council operates a flat lid and no side refuse protocol with regards to waste collection services, specifically:

- Non-recyclable side waste shall not be collected unless explicitly directed by the Head of Neighbourhood Services (e.g. following severe weather where collections are being recovered.)
- Recyclable side waste, presented on the appropriate day of collection shall be collected by the crews to encourage recycling
- The flat lid policy will apply to all waste bins (recyclable and non-recyclable) though it will be incumbent on the waste collector to use their discretion and common sense in applying this and balancing the needs of providing a service which meets the needs of our customers.