

EAST RENFREWSHIRE COUNCILCABINET16 June 2016Report by Director of EnvironmentSUPPORTING POLICIES FOR WASTE AND RECYCLING COLLECTIONS**PURPOSE OF REPORT**

1. The purpose of the report is to provide the Cabinet with proposals for supporting policies for waste and recycling collections which are aligned with the national Charter for Household Recycling and Code of Practice and will lead to a fairer and improved collection service for all our customers. Should the proposals be approved policies would be implemented with immediate effect.

RECOMMENDATIONS

2. It is recommended that the Cabinet approve the supporting policies for waste and recycling collection services.

BACKGROUND

3. The report by the Director of Environment 'Update to kerbside recycling service improvement and the Charter for Household Recycling and Code of Practice' (18 February 2016) informed Members of the new Charter and its supporting Code of Practice. The Code of Practice aims to deliver consistent recycling collections and policies across Scotland in a bid to improve recycling performance and support a circular economy.

4. The proposed supporting policies for managing excess and side waste, assisted collections, additional bin requests, contamination of recycling and reports of missed collections, outlined in the Appendices, are in line with the new Code of Practice.

5. At present there is no formal policy in place with respect to requests for assisted collections, or how we deal with contamination of recycling and reports of missed collections. The proposed policies for managing excess waste and side waste and requests for additional bins will supersede existing ad-hoc policy and will also cover food and garden waste collections and recycling collections (Appendix C and D respectively).

REPORT

6. By endorsing formal policies in line with national guidance and adopting good practice from other local authorities Cleansing Services can provide clear communication to its customers about the level of service they can expect.

7. The proposed policies for Excess Waste and Side Waste (Appendix A) and Additional Bins (Appendix B) replace the existing policy that has been in place since December 2007. The proposed policies have been informed by best practice identified in the Charter for Household Recycling and Code of Practice and will be aligned to what a number of other councils are currently doing and what any signatories of the Charter will be expected to do.

FINANCE AND EFFICIENCY

8. The implementation of the policies will allow Cleansing Services to operate a more efficient service.

9. Contamination of recycling can result in recycling loads being rejected from time to time with corresponding loss of income. By reducing contamination through the implementation of the proposed policy, the risk of losing income in this way would be reduced. Contamination is likely to be a more substantial issue with the new service, as it will be harder to identify within wheeled bins, and it is crucial that a robust policy is in place to manage this.

CONSULTATION

10. Waste Strategy and Cleansing Services has consulted with Zero Waste Scotland and members of the Waste Practitioners' Network in the development of the proposed policies. Policies and procedures have been developed in consultation with Trade Unions.

PARTNERSHIP WORKING

11. This is not applicable in this case.

IMPLICATIONS OF THE PROPOSALS

12. There are no implications associated with this report in terms of property, legal, IT and equalities.

CONCLUSIONS

13. Implementation of the proposed policies are necessary to deliver a more efficient and cost-effective waste and recycling collection service that meets the needs of our customers, taking into account the requirements of the Household Charter for Recycling and its Code of Practice.

RECOMMENDATIONS

14. It is recommended that the Cabinet approve the supporting policies for waste and recycling collection services.

Director of Environment

Further information can be obtained from Erica Roche, Principal Environment Officer, Erica.roche@eastrenfrewshire.gov.uk

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May 2016

BACKGROUND PAPERS

Reports to Cabinet:

28 January 2016, Update to Kerbside Recycling Service Improvement and the Charter for Household Recycling and Code of Practice.

20 August 2015, Kerbside Recycling Service Improvement- Options Report.

23 June 2011, Cleansing and Recycling- Managed Weekly Collections Progress.

16 May 2013, Update on Waste (Scotland) Regulations 2012.

19 December 2007, Options for Increased Diversion of Landfilled Waste

Other documents:

Charter for Household Recycling and Code of Practice (SG, COSLA, SOLACE, ZWS)

Local Authority Kerbside Good Practice Guide (kerbside waste and recycling collections) published September 2012 (ZWS).

KEY WORDS

Waste and recycling collections. Excess Waste and Side Waste Policy. Additional Bin Policy. Assisted Collections Policy. Reported Missed Collection Policy. Recycling Contamination Policy.

Appendix A: EXCESS WASTE AND SIDE WASTE POLICY FOR RESIDUAL GREY/BLACK WHEELED BIN COLLECTIONS (NON-RECYCLABLE WASTE)

1. The resident is required to present the grey/black bin with the lid closed on the kerbside no later than 7:00am on the morning of scheduled collection.

The bin will not be emptied if:

- the lid is open due to excess waste
 - items are wedged within the bin and present a hazard in terms of health and safety to operatives;
 - bins weigh more than 90kg (14 stone).
2. Any waste not contained within the 240 litre bin will not be collected.
 3. In all instances, a notice or sticker will be placed on the bin to inform the resident why the waste was left uncollected. Crews may be asked to provide evidence (such as photographic evidence of side waste)
 4. If the collection crew has reported excess or side waste at a specific address, East Renfrewshire Council's Cleansing Services will not return to this address until the next scheduled collection day. Residents will need to make alternative arrangements for waste disposal.
 5. In such instances residents are advised to use the Household Waste and Recycling Centre at Greenhags, Ayr Road or Carlibar Road, Barrhead. Alternatively, they may wish to arrange for a special uplift.

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Appendix B: ADDITIONAL BIN POLICY FOR GREY/BLACK BINS (NON-RECYCLABLE WASTE)

1. The Council will provide one 240 litre grey bin to each household. An additional bin may only be provided if one or more of the following conditions exist:
 - There are 6 or more permanent residents; or
 - 2 or more children in nappies living within the property; or
 - Resident(s) with a particular medical need, e.g. incontinence pads or large amounts of dressings.
 - Exceptional circumstances at the discretion of an authorised council officer
2. Any household meeting the above criteria will be required to complete a waste diary over a specified period of time, providing evidence that residents are fully utilising all kerbside recycling facilities available to them.
3. After this process, if successful, an additional bin will be provided for a period of two years after which households will be required to re-apply.
4. Any resident in receipt of an additional bin will be required to sign a declaration which states that they will continue to use the recycling services and that failure to do so may result in the removal of the bin.
5. Any additional bins not provided by East Renfrewshire Council will not be collected.

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Appendix C: ADDITIONAL BIN POLICY FOR BLUE, GREEN & BROWN BINS
(RECYCLING)

1. From commencement of the new service, only one 240 litre brown bin will be collected for food and garden waste. Any excess garden waste may be taken to the Household Waste and Recycling Centre at Greenhags, Ayr Road or Carlibar Road, Barrhead.
2. From commencement of the new service, only one 240 litre green and one 240 litre blue bin will be collected from each household. Excess recycling may be placed in the existing containers at the side of the wheeled bin.
3. Households who are unable to manage with one 240 litre bin for each material stream will be assessed on a case by case basis and if successful will be provided with an additional 240 litre bin.

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Appendix D: ASSISTED COLLECTIONS POLICY

1. Residents that require assistance with their waste and recycling collections will be required to apply for assistance by completing a registration and declaration form on an annual basis.
2. An assisted collection of waste and recycling will be provided by our crews upon formal application from residents who:
 - have a permanent disability, illness or condition making them physically unable to present their bins and containers for collection, e.g. dementia, chest or heart conditions.
 - have a temporary disability, illness or condition making them physically unable to present their containers for collection, e.g. recovering from surgery or during last three months of pregnancy.
3. The assisted collection service will only be provided where there is no person, aged 16 or over, living in the property who is able-bodied and capable of placing bins and container out for collection.
4. Residents registered for assisted collections will receive the same bins and containers as other residents and crews will pull-out and return bins and containers to an agreed point of collection.
5. The preferred point of collection should be outlined in the resident's application form. A representative of Cleansing Services will confirm whether this is acceptable or otherwise. The final decision will rest with the Cleansing Service. It is the resident's responsibility to maintain access to the collection point for the collection crews.

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Appendix E: RECYCLING CONTAMINATION POLICY

1. Residents will be fully informed of what can and cannot be placed in each of their four wheeled bins.
2. Bins presented for collection containing items which should not be placed in that particular bin (contamination) will not be emptied.
3. Collection crews will sticker contaminated bins to inform the resident of the type of contamination contained within the bin.
4. Residents will be required to remove offending items. If the contamination is removed and reported within 48 hours, the Council will return to collect this, otherwise we will return on the next scheduled collection day (3 weeks later).
5. Residents having difficulty understanding recycling procedures may contact Cleansing Services for additional advice and support.
6. Persistent contamination will result in a communication being issued advising of the correct procedures. Further issues will result in a visit from an officer of East Renfrewshire Council to discuss practical steps which may be taken to avoid future problems.
7. Where the resident continues to present contaminated bins/containers, the recycling service will be withdrawn for period of time and a follow- up visit shall be arranged at a later date to discuss the options for re-introduction.

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Appendix F: REPORTED MISSED COLLECTION POLICY

1. Missed collections will be classed as collections not carried out, due to circumstances out with the householders' control. For example:
 - Blocked access due to parked cars
 - Road closures/works
 - Vehicle breakdown
 - Operator error
2. If residents believe that their bin has been missed, they should report this after 3pm on their scheduled collection day. Missed collections will be accepted up to a maximum of 48 hours after the scheduled collection.
3. Any missed collection as stated in para.1 will be collected within 2 working days of reporting.
4. Any collection not carried out due to householder error will not be validated as a missed collection. Examples of these types of errors are:
 - Contamination
 - Unauthorised bins
 - Overweight bins
 - Failure to present before 7am
 - Wrong collection day
5. The Council will only return to collect validated missed collections. Any other reports which are not validated will be required to wait until their next scheduled collection day for that material.

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Appendix G: PROPERTIES UNSUITABLE FOR WHEELED BINS POLICY

1. Residual waste

- Properties who are unable to accommodate a 240 litre grey wheeled bin will receive a maximum of 1 black bag per week (3 bags for 3 weekly collections).
- Black bags should be left on kerbside before 7am on the scheduled collection day unless prior arrangements have been made between the resident and the Council i.e. assisted collections, communal properties.

2. Box and bag recycling

- Properties that are unable to accommodate 240 litre recycling bins should separate their waste into the current receptacles but ensuring they contain the new material streams only, i.e.:
 - Glass, cans and plastics
 - Paper, cardboard and wax lined cartons.
- Receptacles should be placed on the kerbside before 7am on the scheduled collection day.
- Additional receptacles can be requested from Cleansing Services, no more than 3 receptacles per recycling stream.