

Angus Council Waste & Recycling Bin Policy

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Introduction

The Waste and Recycling Bin Policy outlines to customers our policies, procedures and service standards relating to bin provision and collections.

1. Bin provision and collection frequency

- 1.1 Households receiving the Kerbside Recycling Service will be provided with the containers below where practicable.

Table 1 – Container provision for household waste and recycling collections

Service	Capacity (in litres)	Colour	Frequency
Mixed recycling	240	Grey	Fortnightly
Garden waste*	240	Green	Fortnightly
Food waste**	23 (also 7 litre indoor caddy provided)	Brown	Weekly
* General waste	140	Purple	Fortnightly

* Only households that have registered and paid for a garden waste collection will receive the service.

** Only households in town and villages will be provided with a food waste collection service

- 1.2 Exceptions to the above will be properties where there is no space to store bins and households that receive an end of road collection i.e. central collection point for households near to a main road. Alternative arrangements will be provided such as sack collection. This will be determined on a case by case basis.

- 1.3 Some households in rural areas will receive only a general waste collection.

2. Bin presentation

- 2.1 Bins should be put out at the kerbside by 6am with closed lids and handles facing out to the carriageway (the bin should be numbered by the householder).
- 2.2 Bins must not be placed, where possible, in such a way that they will cause an obstruction to pedestrians and road users.
- 2.3 Bins should be retrieved as soon as possible following collection, and should not be left on the public highway outwith collection day (unless in extenuating circumstances and with the Council's agreement).

3. Provision of additional bin capacity

- 3.1 Additional bin capacity may be provided where the household meets the following criteria:
- There is excessive waste resulting from a medical condition
 - There are five or more permanent residents
 - There are two or more children in nappies.
- 3.2 Further information relating to bin capacity based on household occupancy is provided in **Table 2**.
- 3.3 Notwithstanding the above, additional bin capacity for general waste will only be provided where there is evidence that the household is making full use of their recycling and food waste bins (if provided).

Table 2 – Bin capacity provision based on number of permanent residents in the household

No. of residents	Capacity of bin offered (litres)		
	General waste	Mixed recycling	Food waste
4 or less	140 litre bin	240 litre bin	23 litre caddy
5 - 6	2 x 140 litre bins	2 x 240 litre bins	2 x 23 litre caddies
7 - 8	240l + 140l bins	2 x 240l litre bins	2 x 23 litre caddies
9 +	Individual assessment	Individual assessment	Individual assessment

3.4 Additional bins will be provided on an application basis and will be subject to review every two years (bins provided on loan basis), which takes into account changes in household circumstances.

4. Assisted collections

4.1 An assisted collection is where the collection crew take out and return a bin from within the grounds of a householder's property.

4.2 This service is available where a resident is aged 80 years or over, or where a medical condition renders the resident physically unable to bring their bin to the kerbside and there is no other able-bodied person living at the property to put the bin out for collection.

4.3 Assisted collections are available for food waste caddies, however those that qualify will be required to ensure their caddy is clearly visible to the collection crew from the kerbside.

4.4 Where it has been assessed that it is not safe to use existing wheeled bins e.g. due to steps at a property, a household will be provided with an alternative collection arrangement e.g. provided with a smaller bin or a sack collection.

4.4 Assisted collections are reviewed on a two yearly basis to ensure that only those with a genuine need continue to make use of the service.

5. Side waste

5.1 Excess material left beside or on top of the bin (i.e. side waste) will not be collected. It will be the responsibility of the householder to arrange alternative disposal of this waste. The exception will be when there have been extenuating circumstances and the council has communicated to the householder that side waste will be accepted, for example after severe weather.

5.2 Bin lids should be kept fully closed. If a bin lid is excessively open due to the amount of waste present, the collection crew will assess whether waste that is not properly contained within the bin should be removed and left for the householder to dispose of (on the basis that it is unsafe to wheel an overfilled bin to the collection vehicle).

5.3 This policy exists to prevent scavenging vermin, litter problems, to protect the health and safety of the collection crew, and to encourage waste minimisation.

6. Compacted waste in bins

6.1 Where waste is compacted in a bin preventing its emptying, it will be the householder's responsibility to remove or loosen the waste before presenting the bin on the next scheduled collection day.

6.2 The collection crew will attempt to loosen waste within a bin using the vehicle's mechanical lifting process. Due to time constraints no further attempt to loosen materials will be made.

7. Overloaded bins

7.1 Overloaded bins (i.e. those that are too heavy to manoeuvre safely) will not be emptied. Collection operatives will be trained to make such assessments.

7.2 Householders will be responsible for reducing the load in the bin, which will be collected on the next scheduled collection day.

8. Missed bins

- 8.1 A report of a missed collection should not be made until after 10pm on the day of collection. This is to avoid sending vehicles back unnecessarily or taking reports when crews may still be working.
- 8.2 Where a bin has been missed due to collection crew error, the Council will aim to collect within two working days in towns and larger villages, and within three working days in more rural areas, from date report of missed bin was received.
- 8.3 Where a food waste bin has been missed due to collection crew error, the Council will only return if it is operationally feasible to do so i.e. can be collected without diverting a collection vehicle excessive distances and incurring significant costs. A customer may be asked to use their purple bin for food waste until next collection.
- 8.4 A missed collection must be reported to the Council within 2 working days after the day it was due to be collected. If reported after this it will not be possible to return to collect the bin.
- 8.5 Adverse weather or other events beyond the Council's direct control, such as industrial action, can cause disruption to collections. In such circumstances collection will be made as soon as practicable, which may be on the next scheduled collection.
- 8.6 If a bin is not emptied due to the contents being frozen and stuck to the bin (a problem usually related to garden waste), the bin will not be collected until the next scheduled collection.

9. Bins not out for collection on time

- 9.1 If a bin has not been emptied due to not being put out at kerbside on time (i.e. by 6am on collection day), it will not be emptied until the next scheduled collection unless there are extenuating circumstances.
- 9.2 Where collection vehicles are fitted with external cameras and a report is received of a missed bin, footage from these cameras may be reviewed to confirm whether the bin was correctly presented by 6am on the collection day.
- 9.3 A charge (standard bulky uplift rate) may be applied if a householder or landlord requests the emptying of a bin outwith the scheduled collection day.

10. Contaminated bins

- 10.1 A contaminated bin is a waste or recycling bin that contains materials that should not be in it. In the case of recycling bins this could cause a whole vehicle load to be rejected at the sorting facility at substantial cost to the Council.
- 10.2 Contaminated bins will not be emptied. It will be the householder's responsibility to remove the contamination before presenting the bin again on the next scheduled collection day.
- 10.3 A charge (standard bulky uplift rate) may be applied if a householder or landlord requests the emptying of a contaminated recycling bin.
- 10.4 Where repeated incidences of contamination are noted, it may be necessary to withdraw food waste, mixed recycling or garden waste bins as necessary. The Council will have no requirement to provide additional allowance for general waste as a result.

11. Replacement bins

- 11.1 Bins or caddies will be replaced where stolen, or where damaged during collection. Where damage is caused through negligence, the householder will be liable for the cost of a replacement bin or caddy.

12. Communication to householders

- 12.1 Where there is a problem with a householder's bin, for example where the bin is overloaded, compacted or contaminated, or where side waste has been presented, a hanger will be left on the bin to let the householder know they should address the problem and present their bin on the next scheduled collection day.
- 12.2 Other issues may be dealt with separately by way of a leaflet left in the householder's bin, for example where waste is frozen in a garden waste bin.
- 12.3 Collection calendars showing bin collection days during the year will be available to view at the council's web site. It will be the responsibility of the householder to identify their correct bin collection days.

13. Provision of litter bins

- 13.1 Litter bins will be sited only on ground for which the Council has responsibility for cleaning. The exception will be litter bins located on private ground where a requirement has been demonstrated and it is in the community's interest, but only in the event that this does not impede other operational commitments.
- 13.2 Litter bins will only be provided at new locations when it can be demonstrated that cleaning requirements in public areas may be subsequently reduced and it does not impede other operational commitments.
- 13.3 All litter bins in Angus will be marked to show that the bin is "dual-purpose" i.e. it accepts both litter and dog waste.

14. Provision of dog waste bins

- 14.1 Dog waste bins will be sited only on ground for which the Council has responsibility for cleaning. The exception will be dog bins located on private ground where a requirement has been demonstrated and it is in the community's interest, but only in the event that this does not impede other operational commitments.
- 14.2 Dual purpose litter bins will be sited in preference to dog waste bins, however it is recognised that in some circumstances a pole mounted dog waste bin may be more appropriate.
- 14.3 Dog waste bins will be sited at new locations only in extenuating circumstances; in preference, the Council will seek to relocate an underused bin from the locality.