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Contents

Introduction

1. Bin provision and collection frequency
2. End of road collections from private roads
3. Bin presentation
4. Provision of additional bin capacity
5. Assisted collections
6. Side waste
7. Compacted waste in bins
8. Overloaded bins
9. Missed bins
10. Bins not out for collection on time
11. Contaminated bins
12. Replacement bins
13. Communication to householders
14. Provision of litter bins
15. Provision of dog waste bins

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
Non-recyclable (general) waste	140	Purple	Fortnightly

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

** Only households in towns 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 served by private roads, where collections are carried out at or close to the nearest public road. Alternative arrangements will be provided such as sack or communal bin collections, determined on a case by case basis.
- 1.3. A minority of households in areas that are difficult to service may receive only a non-recyclable (general) waste collection.

2. End of road collections from private roads

- 2.1. Households serviced by private, unadopted roads, will have their bins collected from the end of their road, or the safest, closest location to the public road, as assessed by waste services officers.
- 2.2. Where a suitable collection point cannot be identified, collections will continue to be carried out on the private road but only where the road (and any structures thereon) is maintained to a suitable standard to:
- accommodate the weight loading of a refuse collection vehicle (RCV)
 - ensure acceptable width for an RCV
 - ensure acceptable surface condition, including treatment (where necessary) in adverse weather.
- 2.3. In order for an RCV to travel on a private road there must also be suitable turning space, where applicable, and clear access for the RCV i.e. no parked cars or overhanging bushes or branches impeding the RCV.
- 2.4. If the private road falls below an acceptable standard for the RCV to travel on, households will be notified and given a reasonable timeframe to repair – where repairs are not effected, kerbside collections will cease and households will be directed to use a recycling centre to dispose of their waste.

3. Bin presentation

- 3.1. Bins should be put out at the kerbside by 7am with closed lids and handles facing out to the carriageway (the bin should be numbered by the householder).
- 3.2. Bins must not be placed, where possible, in such a way that they will cause an obstruction to pedestrians and road users.

- 3.3 Waste operatives will return bins after emptying near to the original collection point, ensuring where possible that there is no obstruction to pedestrians, road users or access to properties.
- 3.4 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).

4. Provision of additional bin capacity

- 4.1 Additional capacity for non-recyclable (general) waste 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.
- 4.2 Further information relating to bin capacity based on household occupancy is provided in Table 2.

Table 2 – Purple (non-recyclable waste) bin capacity provision based on number of permanent residents in the household

No. of residents	Bin capacity provided
4 or less	140 litre bin
5 - 6	2 x 140 litre bins
7 - 8	240l + 140l bins
9 +	Individual assessment

- 4.3 Notwithstanding the above, additional bin capacity for non-recyclable 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).
- 4.4 Additional non-recyclable waste 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.
- 4.5 Additional recycling bins and food waste bins (where service available) are provided upon request but will be limited to one additional recycling/food bin per household. If the number of permanent residents in the household exceeds six, then additional recycling/food bins will be provided based on an individual assessment. Households will still be required to squash and compact their recycling as far as reasonably possible before placing in the bin to reduce the demand for additional bins; oversized cardboard boxes should be taken to any of the recycling centres in Angus, each of which has separate cardboard recycling containers.

5. Assisted collections

- 5.1 An assisted collection is where the collection crew take out and return a bin from within the grounds of a householder's property.
- 5.2 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.
- 5.3 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.
- 5.4 Where it is 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.

5.5 Providing a private road is maintained to a suitable standard, as per section 2, assisted collections will be provided to households served by end of road collections where there is no means of the household waste being brought to the collection point. Service provision may be amended as per condition 1.3 to non-recyclable (general) waste only and frequency of collections may be reduced (with suitable additional capacity provided).

5.6 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.

6. Side waste

6.1 Excess material left beside or on top of any 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 beside the purple bin, for example after severe weather.

6.2 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).

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

7. Compacted waste in bins

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

7.2 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.

8. Overloaded bins

8.1 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.

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

9. Missed bins

9.1 A report of a missed collection should not be made until after 4.30pm on the day of collection. This is to avoid sending vehicles back unnecessarily or taking reports when crews may still be working.

9.2 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.

9.3 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.

9.4 A missed collection must be reported to the Council within two 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.

9.5 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.

- 9.6 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.

10. Bins not out for collection on time

- 10.1 If a bin has not been emptied due to not being put out at kerbside on time (i.e. by 7am on collection day), it will not be emptied until the next scheduled collection unless there are extenuating circumstances.
- 10.2 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 7am on the collection day.
- 10.3 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.

11. Contaminated bins

- 11.1 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.
- 11.2 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.
- 11.3 A charge (standard bulky uplift rate) may be applied if a householder or landlord requests the emptying of a contaminated recycling bin.
- 11.4 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 non-recyclable (general) waste as a result.

12. Replacement bins

- 12.1 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.
- 12.2 Replacement or additional bins may have been previously used however will be quality checked and rinsed prior to delivery.

13. Communication to householders

- 13.1 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.
- 13.2 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.
- 13.3 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.

14. Provision of litter bins

- 14.1 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.

14.2 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.

14.3 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.

15. Provision of dog waste bins

15.1 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.

15.2 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.

15.3 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.