
Report to: Enterprise & Environment Committee

Date of Meeting: 20 August 2015

Subject: Waste Collection Service and National Initiatives

Report by: Head of Development & Environment

1.0 Purpose

- 1.1. The purpose of this report is to inform members of the emerging national initiatives in waste management; progress with a Charter for Household Recycling in Scotland; the Scottish Materials Brokerage and forthcoming changes to the residual waste collection service from fortnightly to three weekly collection of green bins.

2.0 Recommendations

It is recommended that Committee :

- 2.1. notes the protocols for changing to three weekly residual waste collection that will position Clackmannanshire's waste service to be more efficient and ready to adopt the Charter for Household Waste Recycling in Scotland.
- 2.2. considers the national initiatives and recommend future adoption of the Charter for Household Recycling in Scotland and commitment to participation with the National Material Brokerage to Council.

3.0 Considerations

- 3.1. Scotland's Zero Waste Plan was published by government in 2010. The Plan amongst other things contained challenging national recycling targets:

2013: 50% of household recycled;

2020: 60% of household waste recycled;

2025: 70% of all waste recycled.

- 3.2. In the year 2014/15 Clackmannanshire Council increased its household waste recycling rate to 60.7%, achieving the 2020 national recycling target, with the Council a high performer nationally. It is important to note that these targets are not currently set for individual local authorities, but for Scotland generally and are more demanding than the UK (i.e. Member State) target (set by the revised EU Waste Framework Directive of 50% recycling by 2020).

- 3.3. In 2012 the Scottish Government passed into law the Waste (Scotland) Regulations 2012 which transposed parts of the aforementioned Directive with respect to recycling certain household and commercial wastes and which introduced a ban on the landfill of municipal biodegradable waste by 1st January 2021.
- 3.4. **Charter for Household Waste Recycling in Scotland**
- 3.5. It is with this background the Scottish Government and CoSLA formed a Zero Waste Taskforce with the objective of finding ways to improve recycling rates across Scotland; and the Scottish Government through “Procurement Scotland” initiated work on a Materials Brokerage Service to aggregate recyclates to a level which might attract reprocessors to Scotland and to deal more efficiently with residual waste.
- 3.6. Scotland's Zero Waste Task Force (ZWTF) is jointly led by John Swinney MSP, Cabinet Secretary for Finance, Employment and Sustainable Growth, Richard Lochhead, Cabinet Secretary for Rural Affairs, Food and the Environment and Councillor Stephen Hagan, CoSLA Spokesperson for Development, Economy and Sustainability.
- 3.7. The ZWTF agreed a series of recommendations to create the conditions to transform the management of public sector waste into an effective feedstock for an economy that has high community participation in recycling; supports the emergence of new industries; maximises cost benefit to local authorities; and de-risks public and private investments. In so doing it has through a series of workshops involving consultation with local authorities developed a Charter for Household Recycling in Scotland to promote and communicate with our citizens the standards of service they should expect and support.
- 3.8. The Charter also communicates the responsibilities upon citizens in managing their waste to ensure both quality and compliance with their local authority's waste and recycling collections.
- 3.9. The Charter will be presented to CoSLA Leaders on the 28th August and will be underpinned by a Good Practice Guide Code of Practice which is in development at the present time.
- 3.10. The Charter for Household Waste Recycling in Scotland will be a voluntary sign up for local authorities wishing to demonstrate their commitment to Scotland's sustainability and progress towards a Circular Economy.
- 3.11. The proposed Charter is in its current form presented as Appendix 1 to this report and the full press release from the Taskforce can be read at: <http://www.zerowastescotland.org.uk/content/new-dawn-recycling-edges-closer>
- 3.12. **Scottish Materials Brokerage**
- 3.13. The National Materials Brokerage Service was initiated by the Scottish Government through its utilities procurement arm: Procurement Scotland. The basic functions of the Brokerage Service will be
- I. Sale, treatment and disposal of public sector waste and recyclate;

- II. Provide critical mass of material to address market inward investment;
 - III. Act as collaboration vehicle to source treatment facilities
- 3.14. The current timetable for the National Materials Brokerage Service is ambitious with plans to have various contracts in place and available to Councils by mid-2016. The operating model will be by Agency Agreement in a similar nature to the national energy procurement contract in which a broad range of public sector bodies collaborate and benefit from.
 - 3.15. Councils will not be compelled to use any of the Services offered but there will be a need to sign a principal agreement whereby the Council does commit its waste tonnage to the National Materials Brokerage.
 - 3.16. However, if on receipt of a winning tender, the Council is of the view that it does not offer Best Value for whatever reason, the Council will not be compelled to take part.
 - 3.17. **Three weekly residual waste collection**
 - 3.18. At the special meeting of Clackmannanshire Council on 15th February 2015 the Council approved a change to the refuse collection service from fortnightly residual waste collection to three weekly residual waste collection to seek financial savings and sustainability gains through improvements to the efficiency of the waste collection service.
 - 3.19. The service change involves adjusting the frequency of collection of residual, green bin, waste from fortnightly collection to three weekly collection. No changes to the collection of recyclable waste are proposed at this time.
 - 3.20. The success of Clackmannanshire's recycling initiatives and the ongoing support of Clackmannanshire's citizens has resulted in significant changes to both the composition and the quantity of residual (green bin) waste which is collected and is currently sent to landfill.
 - 3.21. The Council's most recent food waste collection initiative has resulted in more than 3,350 tonnes of food waste diverted from the landfill residual waste stream to recycling and conversion into biogas, electricity and a fertiliser product since its introduction in March 2013.
 - 3.22. As a result of our successful recycling initiatives the quantity of green bin waste sent to landfill has reduced from 12,150 tonnes per annum in 2008 to 7,900 tonnes in calendar year 2014. The reduction of 4,250 tonnes per annum over the period equates to a one-third reduction in the fortnightly quantity of household waste in an individual household's green bin.
 - 3.23. At the point of collection household green bins now have approximately one-third spare capacity because our comprehensive recycling services now provide more capacity for a household's waste than ever before. The majority of waste capacity provided to a household is in its recycling containers. It is therefore logical to adapt service delivery to maximise efficiency of collection.
 - 3.24. Provided householders use the comprehensive recycling services supplied by the Council, a point which is covered in the Charter for Household Waste Recycling, then most households will already recognise they currently have

over-capacity in their green bin under the existing fortnightly collection cycle. This over capacity, as a result of successful recycling, now presents the service with inefficiencies as less than full bins are being collected more often than is required.

- 3.25. Households participating effectively with recycling services represent a residual waste disposal cost of approximately £28.17 per property per annum. Whereas a household that does not participate effectively costs £41.77 in waste disposal cost, a difference of £13.60. If all households participated as well as the most effective recycling households, annual savings in residual waste disposal will be achieved, communication and assistance to support households is set out in paragraph 3.33 and Appendices 2 & 3.
- 3.26. Evidence gathered from local authorities which have moved to three weekly collection of residual waste, or have reduced bin sizes and retained fortnightly collection, supports changing householder behaviour towards greater participation with recycling services and the consequential improvement in service efficiency and recycling rate. Typical changes are; Falkirk Council 80 litres per week green bin capacity (three weekly using 240 litre bins) moving to 60 litres per week in 2016 on a four-weekly residual waste service; Fife Council 70 litres per week on a fortnightly service using 140 litre bins.
- 3.27. Clackmannanshire Council has 240 litre green bins which will provide 80 litres per week per household on a three weekly collection cycle.
- 3.28. Communication with householders over major service change is paramount as is recognition of personal situations where householders require additional residual waste capacity to match their needs. Analysis of census data on household size shows that 5% of Clackmannanshire households comprise 5 or more persons and 11% have 4 or more persons.
- 3.29. In keeping with the proposed Charter for Household Waste Recycling Clackmannanshire's waste services are designed to adapt to the personal needs of households. Where a household comprises four or more persons larger bin capacity will be available provided the household is participating with the recycling services offered.
- 3.30. Greater capacity of residual waste would not be provided if a household does not recycle because this would erode the savings as potentially available in paragraph 3.21 and effectively impose an extra burden on the diligent members of our community to pay twice, once for their service and again for those non-recycling households that disregard their recycling responsibilities.
- 3.31. Any household with persons who have a regular need for greater residual waste capacity, such as with certain medical conditions, will have greater capacity of residual waste provided to meet their needs.
- 3.32. The Council has a duty under S45(c)(6) of the Environmental Protection Act 1990 to promote recycling, viz; An authority must, from 1st January 2014, take such steps as the authority considers reasonable to :
 - (a) *promote separate collection (including the making of arrangements for the provision of a food waste receptacle); and*

(b) promote recycling in any other manner.

- 3.33. A series of householder communication messages will be delivered to inform households of the changes to their waste collection service. An example of the first part of this communication package is shown in Appendix 2 - as a residual bin sticker to be applied to all green bins and in Appendix 3 - an 8 page booklet with information for householders about blue bin recycling quality, Appendix 5 outlines the procedure to be adopted if a bin contains the wrong materials.
- 3.34. The service change to three weekly residual waste collection is planned for the second half of 2015-16: Information about the service change including new day-of-collection calendars, for all bin collection services, will be issued to all households closer to that time together with supporting advice and new householder access cards for Forthbank Household Waste Recycling Centre.

4.0 Sustainability Implications

- 4.1. The Charter for Household Recycling in Scotland is fully supportive of the Council's sustainability duties and aspirations.
- 4.2. The Charter clearly sets out support for a circular economy to ensure that waste is treated as a resource to support sustainable employment and investment in our communities.

5.0 Resource Implications

5.1. Financial Details

- 5.2. At the special meeting of Clackmannanshire Council on 15th February 2015 the Council approved a change to the refuse collection service from fortnightly residual waste collection to three weekly residual waste collection to seek financial savings and sustainability gains through improvements to the efficiency of the waste collection service. The full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate. Yes

- 5.3. Finance have been consulted and have agreed the financial implications as set out in the report. Yes

5.4. Staffing

- 5.5. Improved efficiency of waste collection will, evolve the collection service, discussion and planning are ongoing with employees and Trade Unions to implement service change.

6.0 Exempt Reports

6.1. Is this report exempt? Yes (please detail the reasons for exemption below) No

7.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities** (Please double click on the check box)

The area has a positive image and attracts people and businesses	<input type="checkbox"/>
Our communities are more cohesive and inclusive	<input type="checkbox"/>
People are better skilled, trained and ready for learning and employment	<input type="checkbox"/>
Our communities are safer	<input type="checkbox"/>
Vulnerable people and families are supported	<input type="checkbox"/>
Substance misuse and its effects are reduced	<input type="checkbox"/>
Health is improving and health inequalities are reducing	<input type="checkbox"/>
The environment is protected and enhanced for all	<input checked="" type="checkbox"/>
The Council is effective, efficient and recognised for excellence	<input checked="" type="checkbox"/>

(2) **Council Policies** (Please detail)

Clackmannanshire Council Zero Waste Strategy
Clackmannanshire Council Sustainability Strategy

8.0 Equalities Impact

8.1 Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations? Yes
No

9.0 Legality

9.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

10.0 Appendices

10.1 Please list any appendices attached to this report.

Appendix 1: The draft Charter for Household Recycling in Scotland
Appendix 2 Residual Waste (green bin) advice sticker
Appendix 3 Recycling information booklet extract from 8 page
Appendix 4 Typical collection cycle -3 weekly residual waste
Appendix 5 Waste Service Standards - dealing with contaminated bins etc.

11.0 Background Papers

11.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

Yes (please list the documents below) No

Author(s)

NAME	DESIGNATION	TEL NO / EXTENSION
Graeme Cunningham	Environment Manager	2548

Approved by

NAME	DESIGNATION	SIGNATURE
Gordon McNeil	Head of Development and Environment Service	Signed: G McNeil
Garry Dallas	Executive Director	Signed: G Dallas

APPENDIX 1

Charter for Household Recycling in Scotland

This charter is a declaration of our organisation's intent to provide services that deliver local and national benefits, encouraging high-levels of citizen participation in waste prevention, recycling and reuse.

We, as leaders in local government and the main providers of services to households, acknowledge that significant progress has been made in achieving greater value from recycling and reusing household waste over the past 10 years. We also acknowledge that further progress is required to achieve better national and local outcomes.

We welcome the opportunity to make a commitment to our future waste, recycling and reuse services that will build on the progress achieved to date to ensure that waste is considered a resource and our services support sustainable employment and investment within the Scottish economy.

We recognise the opportunities of a more circular economy and better resource management to support sustainable employment and investment in the economy for the benefit of Scotland and its local communities.

We commit:

- To improve our household waste and recycling services to maximise the capture of, and improve the quality of, resources from the waste stream, recognising the variations in household types and geography to endeavour that our services meet the needs of all our citizens.
- To encourage our citizens to participate in our recycling and reuse services to ensure that they are fully utilised.
- To operate our services so that our staff are safe, competent and treated fairly with the skills required to deliver effective and efficient resource management on behalf of our communities.
- To develop, agree, implement and review a Code of Practice and tell all of our citizens and community partners about both this charter and the code of practice.

Signatories

..... Council Leader
..... Chief Executive

Scottish Ministers welcome this declaration and will work in partnership with the signatories and their representatives to support the delivery of these commitments.

.....
Cabinet Secretary for Rural Affairs, Food and Environment

To achieve this, we will do the following:

Designing our services

1. We will design our household collection services to **take account of the Code of Practice (CoP)** for the variety of housing types and geography in our community. In doing so, over time, **we will establish common collection systems, as appropriate**, for paper, card, glass, plastics, metals, food and other commonly recycled materials deemed feasible (e.g. textiles, small WEEE, nappies) across Scotland.
2. We will ensure that **all citizens have access to services** for recycling to include paper, card, glass, plastics, metals and food. Thus, we will ensure that all citizens, whether at the kerbside or within their local community, are provided with adequate volumes of containers in line with the Code of Practice (CoP).
3. We will ensure that our household collections give **consistent definition of materials** (paper, card, glass, plastics, metals and food) that can be competently recycled in line with the Code of Practice (CoP). Thus, we will eradicate discrepancies on what can and cannot be recycled in different localities across Scotland.
4. We will **reduce the capacity provided for non-recyclable waste** to give the appropriate motivation to our citizens to recycle. Thus, we will ensure that all citizens, whether at the kerbside or within their local community, are limited to non-recyclable (i.e. black bag/general waste/residual waste) waste volumes in line with the established Code of Practice (CoP).

Deliver consistent policies

5. We will ensure that our local policies **reduce the opportunity for citizens to have non-recyclable waste collected** outwith the containers provided (i.e. Excess waste/Side waste) in line with the Code of Practice (CoP).
6. We will ensure that our local policies **provide citizens with sufficient capacity for their waste**, recognising that some households will produce more waste than others, in line with the Code of Practice (CoP).
7. We will ensure that our local policies **instruct our collection crews to not collect containers for non-recyclable waste that clearly contain recyclable materials** (including paper, card, glass, plastics, metals and food) in line with the Code of Practice (CoP).
8. Where citizens have not followed our collection instructions and policies, we will ensure our **policies for communicating and taking corrective action are delivered consistently** in line with the Code of Practice (CoP).
9. We will ensure that policies for **bulky or excess waste encourage citizens to recycle and reuse, where this is practicable to do so**.

Operating our services

10. We will **collect household waste when we have said we will** and ensure materials are managed appropriately upon collection.
11. We will manage materials so that the **highest possible quality is attained and we seek to accumulate value** by working with partners to encourage inward investment for our economy.
12. We will **record complaints and alleged missed collections** and ensure that we respond to these in line with the Code of Practice (CoP).

13. We will ***listen to special requests or challenges*** that citizens are having in relation to household waste collections and ensure that we respond to these in line with the Code of Practice (CoP).
14. We will deliver services so that they ***take account of current policies with regards to environmental crime, litter and flytipping*** in line with the Code of Practice (CoP).
15. We will deliver services so that our ***staff and citizens are not endangered or at risk from harm*** in line with the Code of Practice (CoP).

Communicating our services

16. We will ***clearly explain to all citizens*** what services we provide by providing information on a regular basis. This will take recognition of different housing types, collection routes and service availability and be as specific to each property as necessary, in line with the Code of Practice (CoP).
17. We will ***deliver service information directly*** to citizens periodically in line with established Code of Practice (CoP).
18. Where we need to ***change our services for any reason, we will communicate with citizens directly.***
19. We will ***provide clear instructions on what can and cannot be recycled***, giving clear explanations where materials cannot be competently recycled.
20. We will communicate with citizens when they have not understood our services to ***improve awareness and reduce contamination of recyclable materials.***
21. We will ***record accurate information*** on the amount of waste collected and the destinations, as far as practicable, of these materials in order to give confidence to citizens that it is being properly managed.

Citizens

To aid with the delivery of this charter and the Code of Practice, we expect our citizens to participate in the recycling, re-use and non-recyclable waste services that we deliver, using them in accordance with the policies communicated to them, and hence assisting in improving both the quality and the quantity of materials provided for recycling.

Partners

In committing to this charter we request that our partners in national and local government, the resource management industry, retailers, manufacturers, packagers, the third sector and others provide leadership and support in helping us deliver this commitment.

This charter is a clear statement of local government's intent to encourage high-levels of citizen participation in waste prevention, recycling and reuse. All of our partners will have a part to play in utilising the influence they have on our citizens to compliment this intent.

Furthermore, our partners are requested to assist the development of the Code of Practice by providing expertise, information and evidence wherever possible.

APPENDIX 2

GREEN BIN STICKER IMAGE

Getting it WRONG

This bin may not be emptied if it contains materials that should be recycled.



Please use your recycling containers and food waste caddy.

 Clackmannanshire Council

☎ 0500 545 540
✉ wasteservices@clacks.org.uk
🌐 www.clacksweb.org.uk



Getting it RIGHT

Paper, cardboard, metal and plastic containers should all be recycled in your blue bin.

Paper, cardboard, plastic and metal containers used

Prepared for collection

Collected and sorted

Good quality paper, cardboard, metal and plastic containers reprocessed

Manufactured into high-quality products

Some plastic pots, tubs and trays are turned into a fuel which can be used to generate heat, power and hot water for businesses, homes, hospitals and schools.

FUEL → HEAT POWER

Getting it RIGHT

To make sure the materials you recycle are of the highest quality:

PLEASE	→	WHY?
✓ Rinse and squash plastic bottles - put lids back on	→	Rinsing keeps your recycling container clean and squashing gives you more space
✓ Remove plastic film from any plastic packaging	→	Plastic film can cause operational problems and delays during the recycling process
✓ Rinse food residues off metal and plastic containers	→	Food residues contaminate other materials in your blue bin
✓ Flatten cardboard	→	Gives you more space

Getting it WRONG

If you put materials that should be recycled in your green bin it may not be emptied.



- NO** Food waste
- NO** Paper or cardboard
- NO** Tins, cans or aerosols
- NO** Plastic bottles, pots, tubs or trays
- NO** Glass
- NO** Small electrical items or batteries
- NO** Clothing, other textiles or shoes



Getting it WRONG



Clackmannanshire Council has the following policy for green bins that contain materials that should be recycled:

- 1** If you put materials that can be recycled in your green bin it may not be emptied.
- 2** We will tag your bin to let you know it contains materials that can be recycled.
- 3** To have your bin emptied you must remove these materials and recycle them, then call ☎ 0500 545 540 or visit 🌐 www.clacksweb.org.uk



Putting materials that can be recycled in your green bin is a waste of time, effort and money



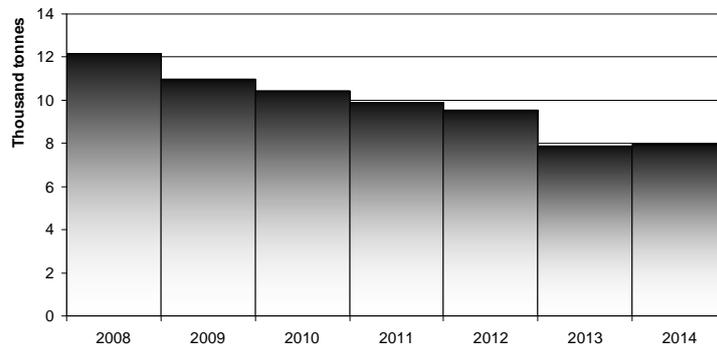
APPENDIX 4

Contextual Service Change Information

1. The success of Clackmannanshire's recycling initiatives has resulted in significant changes to the composition and quantity of Green Bin residual waste which is sent to landfill.
2. The most recent initiative, the introduction of food waste collections, has seen over 3,350 tonnes of food waste diverted from Green Bin residual waste to recycling including producing green electricity and a fertiliser product.
3. As a result of our successful recycling initiatives the quantity of green bin waste sent to landfill has reduced from 12,150 tonnes in 2008 to a projected 7,900 tonnes in 2014. The reduction of 4,250 tonnes per annum over 6 years equates to a reduction in collected residual waste of one-third.
4. At the point of collection household Green Bins now have approximately one-third spare capacity because our comprehensive recycling services provide capacity for a significant volume of a household's waste.
5. Provided recycling services are used effectively by householders, most will recognise they have over-capacity in their Green Bin over a two-weekly collection cycle.
6. Operating on a two-weekly collection cycle green bins are not full and consequently refuse vehicles and collection crews are not being used efficiently. We are expending employee hours and vehicle time to travel around a refuse route to pick up less waste. At its most basic level we are collecting air 30% of the time.
7. The reduction in residual waste collection is represented below.

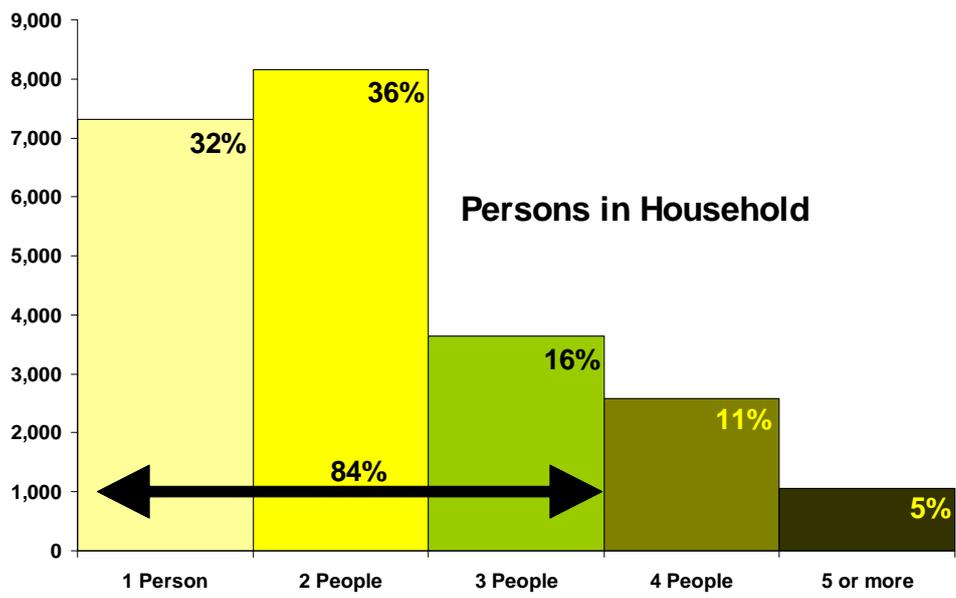
Household Residual
Waste

Year	Tonnes
2008	12,152
2009	10,982
2010	10,447
2011	9,899
2012	9,566
2013	7,884
2014	7,963



8. Evidence from neighbouring local authorities that have changed either:
 - (1) residual waste collection frequency from 2 weekly to 3 weekly,
 - or
 - (2) reduced bin size from 240 litres to 140 litres every 2-weeks,
 based upon similar trends in residual waste reduction, demonstrates the capacity of residual waste required by an *average* household is between 70 litres and 80 litres.
9. Action by those local authorities to redress their refuse collection inefficiency has been to either :
 - (1) reduce residual waste collection to 3-weekly
 - (2) limit residual waste capacity using smaller bins such as 140 litre bins emptied fortnightly
10. Clackmannanshire's standard Green Bins have 240 litres capacity providing a generous 120 litres per week per household.
11. Falkirk Council has adjusted it's residual waste capacity, based on their existing 240 litre capacity bins, to a 3-weekly residual waste collection thereby providing 80 litres per household per week.
12. Fife Council changed their residual waste containers from 240 litres to 140 litres and retained fortnightly collection thereby reducing residual waste capacity to just 70 litres per household.
13. Both local authorities report their service change has encouraged householders to recycle more and, in the case of Falkirk Council, a notable increase in participation with their food waste collection is evident.

Census data: Persons per household Clackmannanshire.



APPENDIX 4 -Waste and recycling collection cycle -3 weekly residual waste.

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7
Food Waste	Collection						
Blue Box	Collection						
Blue Bin		Collection		Collection		Collection	
Green Bin	Collection			Collection			Collection

APPENDIX 5

Service Standards Household Waste

1. Background

This document seeks to record the Council's Service Standard in respect of its household waste collection service to inform and advise householders and service users on the appropriate use of waste and recycling containers.

The service standard recognises the progress being made to adopt a national Charter for Household Recycling in Scotland.

2. Standard service

The service standard will apply to all households within Clackmannanshire, subject to the exceptions listed in paragraph 2.1.

Container	Capacity	Material	Collection frequency
Blue bin	240 litres	Paper Cardboard Plastic bottles Metal cans and tins	Two weekly
Green bin	240 litres	Non recyclable household waste	Three weekly
Brown bin	240 litres	Plant waste	March to November – three weekly December to February – up to four collections on request
Kerbside box	50 litres	Glass Small electricals	Weekly
Food caddy	23 litres	Cooked and uncooked foodstuff, including leftovers	Weekly
Textile sack		Clothing Shoes Bedclothes	Weekly

2.1 Exceptions to the standard

Exceptions to the service standard may apply in one or more of the following circumstances;

- Households requiring additional capacity due to household size or other factors, such as the production of medical or other unavoidable waste. In the case of brown bins, additional capacity is available via a chargeable service.
- Lack of storage space for waste containers.
- At the discretion of Waste Services, where an enhanced KCS is required to optimize waste separation and recycling.

2.11 Additional capacity

Additional capacity may be allocated as follows;

Container	Qualifying criteria	Service
Blue bin	5 or more permanent residents in household Unavoidable waste as agreed by Waste Services	Provision of 360 litre bin Provision of 360 litre bin
Green bin	4 permanent residents in household * see note below Unavoidable waste as agreed by Waste Services	Provision of 360 litre bin Provision of 360 litre bin
Brown bin	Chargeable service for extra bin	Up to one additional 240 litre bin
Kerbside box	On request	Up to one additional box
Food caddy	On request	Up to one additional caddy

NB. No additional green bin capacity will be provided unless households clearly demonstrate that recycling services are being fully utilised.

2.12 Lack of storage space

Where properties have insufficient or inaccessible space to facilitate a standard KCS, households will be provided with an alternative method of waste disposal as appropriate. Such methods include;

- Provision of large bins for shared or communal use
- Provision of waste sacks
- Increase frequency of collection, e.g. fortnightly, weekly

2.13 Enhanced service

Where deemed appropriate by Waste Services, additional capacity and/or more frequent collections may be authorized in order to encourage separation of waste and recycling, and prevent contamination in recycling containers.

3. Household waste presentation

Presentation of waste containers must adhere to the following instructions;

- All containers should be placed on the kerbside, next to the closest adopted road to the property, or at a presentation point agreed with Waste Services.
- Containers should be in place by 7.00 am on the scheduled day of collection, and removed from the collection point as soon as possible after collection.
- Blue, green and brown bins should be placed with handles facing the road
- All waste must be contained within bins, and bin lids closed. NO additional material presented outside bins (side waste) will be collected.
- Bins must not be over-heavy

3.1 Exceptions to waste presentation instructions

3.11 Assisted (back door) collection

Where all residents in a household are unable, through disability or infirmity, to present their bins/box at the kerbside/designated collection point, an assisted collection service may be provided by Waste Services, whereby waste containers will be collected from, and returned to, a convenient storage point on behalf of the household.

Inclusion on the assisted collection service is via application to the Council, and entitlement will be reviewed periodically.

3.12 Road end collections

Waste services have in some instances accommodated households not situated close to the public road network by providing a waste collection service at individual properties via private, unadopted and sometimes poorly-maintained roads. The practice risks damage to vehicles and roads, and is financially inefficient.

This service standard for all new properties will be a collection point on or close to an adopted road.

Arrangements for existing properties will be subject to ongoing review by Waste Services, and similar standards applied where appropriate.

4. Contamination

To ensure the quality of recycled material, encourage and an increase recycling levels, the following procedure will apply in the event of bins being found to be contaminated i.e. containing the wrong material at the time of collection.

4.1 Blue bins

Blue bins will only be emptied where they contain recyclable material prescribed by the Council, currently;

- Clean paper and cardboard
- Metal cans
- Plastic bottles and food trays

Where a blue bin contains any material that cannot be accepted for recycling, it will be tagged, and the householder will have the opportunity to remove the material and request the bin to be emptied, subject to the following conditions:

- Requests must be made within one working day of the household's usual collection day.
- Bins must be left presented for collection until emptied
- Return to empty a contaminated bin will be normally be within 4 working days.

Bins found to be contaminated on a return visit will again be tagged, with no further re-visit before the next scheduled collection day will take place and responsibility for the management/disposal of the contaminated waste will fall to the householder.

4.2 Green bins

Green bins should only contain material that cannot be re-used, or recycled using the recycling waste containers provided by the Council, or via the Council's Household Waste Recycling Centre at Forthbank, Alloa.

Where a green bin contains any material that could be recycled, it may be tagged, and the householder will have the opportunity to remove the recyclable material and request the bin to be emptied, subject to the following conditions:

- Requests must be made within one working day of the household's usual collection day.
- Bins must be left presented until emptied
- Return to empty a contaminated bin will be normally be within 4 working days.

Bins found to still contain recyclable material following a return visit will again be tagged, with no further re-visit before the next scheduled collection day and responsibility for the management/disposal of the recyclable material will fall to the householder.

4.3 Brown bins

Where a brown bin contains any material other plant waste, it will be tagged, and the householder will have the opportunity to remove the material and request the bin to be emptied, subject to the following conditions:

- Requests must be made within one working day of the household's usual collection day.
- Bins must be left presented for collection until emptied
- Return to empty a contaminated bin will be normally be within 4 working days.

Bins found to be still contaminated following a return visit will again be tagged, with no further re-visit before the next scheduled collection day and responsibility for the management/disposal of the contaminated waste will fall to the householder.

5. Missed and incorrectly presented bins and containers

5.1 Missed collections

A collection is deemed to be missed where Waste Services or its contractors have failed to empty a waste container that is correctly presented in accordance with the instructions given in Section (3), and have not notified the householder of any underlying reason for the failure, or advised of known service delays such as weather restrictions or vehicle breakdown.

A collection will not be classified as missed until after 4.00 pm on the scheduled collection day, to allow for operational adjustment of service delivery. Householders are asked not to report suspected missed collections before 4.00 pm on the scheduled collection day.

Waste Services or its contractors will return to missed collections, subject to the following conditions and service levels.

Miss reported within 3 working days of scheduled collection	Return within 1 working days of miss being reported
Miss of assisted collection – reported within 3 working days of scheduled collection	Return within 1 working day of miss being reported.

5.2 Incorrectly presented bins and containers

Bins are deemed to incorrectly presented where:

- They are over-full, and have been tagged.
- They are presented after 7.00 am or after the collection vehicle has passed.
- The wrong bin is presented.

Subject to the availability of Waste Services resources, householders can request an incorrectly presented bin to be emptied, provided:

- The bin is correctly presented as per Section (3).
- The request is made within 1 working day of the scheduled collection.

A return visit will normally be made within 4 working days.

Where a household regularly presents recyclable items in their residual waste a Waste Officer will contact the household to offer advice on the services offered and advise on the appropriate use of waste containers.