



Household Waste & Recycling Collection Policy October 2023

1. Introduction

The objective of this Policy is to help provide a fair, consistent and supportive Waste Service for the people of Clackmannanshire. The Policy helps support a more circular economy by developing a more efficient service with increased quality and quantity of recycling collected.

The Service aims 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 residents.
- Encourage and work with residents to actively participate in recycling and utilise fully the services provided.
- 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.
- Deliver a high quality, reliable, consistent & responsive customer service that meets the needs and aspirations of the people of Clackmannanshire.

In the journey towards meeting our national recycling targets 2025 and contributing to the outcomes of the Household Recycling Charter (the Charter), the service aims to provide clarity on the services that residents in Clackmannanshire will receive.

Due to the significant changes in national policy and practices within the waste industry at present, the Service envisages that there may be significant and regular changes to our collection activities over the next few years. It is clear that improved communication with our residents is required to aid this transition process and ensure we comply with legislation and the Charter.

2. Standard Service Provision

The standard waste and recycling collection services provided to households by Clackmannanshire Council are detailed in full on the Council website and summarised in the table below:

<https://www.clacks.gov.uk/environment/wasteserviceshome>

Bin colour	Bin capacity	Collection frequency	Material to be collected
Green	240 litres	Every 4 weeks	Non recyclable household waste
Blue	240 litres	Every 4 weeks	Plastic bottles, pots, tubs and trays; steel and aluminium food and drinks cans and cartons
Grey	240 litres	Every 4 weeks	Paper, card and cardboard
Grey caddy	23 litres	Weekly. A small 7 litre kitchen caddy is also available and the Council provides compostable liners free of charge on request	Cooked and uncooked food
Brown	240 litres	Every 3 weeks – March to November. Service requires payment for permit and is available to eligible properties	Plant waste e.g. grass, hedge cuttings, small branches, flowers

A blue box (50 litre capacity) for the recycling of glass bottles and jars is available to residents who receive an assisted collection service. It is collected every 4 weeks.

For new-build properties and properties undergoing change of use to domestic premises there is an initial charge for the issue of bins and caddies. Information on current charges is available at the web page above.

3. Alternative Collections

Where it is not practical to provide the standard bin collection service, the following alternative services may be provided where appropriate

Communal bins

Intensive housing areas, typically blocks of flats, may be provided with communal bins for non-recyclable waste and communal recycling bins where quality recycling can be obtained. Collections are normally made weekly but local variations may apply.

Hard to access rural properties may also be provided with communal bins.

Waste sacks

For properties with no space to store bins, sacks for non-recyclable and recyclable waste may be offered. Collections of these are made on the same frequency as bins.

Non-recyclable waste bins only

Due to space constraints in some areas (e.g. Alloa town centre) where the provision of waste sacks may not be appropriate and it is not possible to provide the standard bin collection service, households may be provided with bins for non-recyclable waste only.

Efforts will continue to enable such households to participate in waste separation and recycling in the future.

4. Additional Recycling Capacity

Residents are encouraged to compact their recyclables and flatten cardboard to maximise the amount of material which they can place in their recycling bins. If a household produces excess recyclable waste on a regular basis, the resident can apply for an extra bin (normally 140 litres capacity), supplied at no cost.

One additional food waste caddy may be supplied on request.

5. Additional Non-Recycling Capacity

If a household produces excess non-recyclable waste on a regular basis, an application for additional capacity can be made if the following criteria is met:

- The household comprises of 6 or more permanent residents;
- Where significant non-recyclable healthcare or medical wastes (pads) are generated by any member of the household or;
- Two or more children in the household use disposable nappies

Additional non-recyclable waste capacity may also be provided under exceptional circumstances identified by a Waste Officer and authorised by the Waste Team Leader.

This process is required to align the service with the Charter Code of Practice and to further encourage recycling within our communities.

No additional capacity will be offered unless residents can demonstrate that they are recycling fully using the other containers provided i.e. food caddies and blue and grey recycling bins.

6. Presentation, Storage & Emptying of Bins

The householder is required to present the appropriate bin(s) and caddy(s) with the lid closed at the kerbside (or agreed uplift location) by 7:00am on the scheduled day of collection.

Bins should be presented in such a way that they do not cause obstruction to pedestrians or road users. Operational staff should return the bins in such a way that they do not cause obstruction to pedestrians, road users or residents.



Incorrectly presented bins will be tagged by waste collection crews that are not able to be emptied. Tags are printed with contact details for further information and reiterate exactly what types of waste should be placed in each bin.

- Side waste, in the form of e.g. excess sacks, left next to bins will not be collected.
- Overfilled and /or excessively heavy bins will not be emptied. Bins will be deemed to be overfilled if the lid is not fully closed.
- Recycling bins that contain incorrect items will not be emptied for fear of contaminating the entire vehicle load.

Bins should be free of all appendages such as chains and cables.

Where bins are tagged, the problem must be rectified by the resident and the bin will be emptied on the next scheduled collection day.

If the bin or container has been damaged or lost due to negligence by the householder the Council may make a charge for a replacement. When residents receive a replacement bin or container it may be a new, used or repaired one. Any bins and containers we find beyond repair are recycled.

7. Contaminated Bins

Where a recycling bin has been tagged as contaminated, the customer must remove the contamination before presenting the bin for emptying on the next scheduled collection day.

This practice is required to reduce inefficiencies and cost while encouraging recycling and the recovery of quality materials.

8. Missed Bins

Where the bin has been missed due to a collection error, this should be reported by contacting the Customer Contact Centre by the end of the following day.

If the Council agree that the cause of the missed bin was due to a service failure the bin should be left at the usual presentation point, and the Council will return to collect it within 5 working days.

Where it is established that the Council is not at fault for a bin not being emptied we will not return until the next scheduled collection day.

9. Garden Waste

The Council has operated a chargeable garden waste collection service since March 2020. Residents subscribing to the chargeable garden waste collection service can also request additional brown bins if they need additional capacity. An annual permit will be required for each bin used for garden waste, which will be charged at the standard rate.

The subscription service runs for a period of 9 months from the first Monday in March until the last Friday in November. Full terms and conditions relating to the Garden Waste Service please are available at clacks.gov.uk.

10. Assisted collections

If all occupants of a household are unable to move their wheeled bins to/from the collection point due to health or medical reasons, the collection crew will provide an 'assisted collection' (also known as a 'pull out' service). For assisted collections, the collection crew will collect the wheeled bins from an agreed external location inside the boundary of the property and upon emptying of the bins, will return them to this location.

All assisted collections will be reviewed on a two yearly basis and will be cancelled if no longer required.

11. Road end collections

For the majority of households across the Clackmannanshire area, waste containers will be collected from the edge of the kerbside outside residents' homes. However, in some areas, particularly rural locations, roads may either be not suitable for access by our collection vehicles (e.g. unsafe verges or no turning circles) or they may be 'unadopted' and therefore not maintained by Clackmannanshire Council.

In these circumstances householders in these locations will be asked to present their waste and recycling containers for collection at the end of their road. Officers will liaise with residents to identify suitable collection points and storage arrangements. In some instances, it may be possible for residents to store their waste containers in these locations permanently.

12. Bulky waste collection service

Clackmannanshire Council provides a chargeable bulky waste collection service for large household items that are too big to fit into a wheeled bin and cannot be transported to our Household Waste and Recycling Centre.

A maximum of 5 items will be uplifted on payment of the standard charge. The service will not collect bagged waste which should be disposed of through standard kerbside provision or via the Household Waste Recycling Centre. Further details of items which are accepted and not accepted for a bulky waste collection can be found on our website.

Before booking a bulky waste collection service residents should consider whether it is possible to pass on any of their items for reuse.

Further information on items accepted (or not) for bulky waste collections is contained within Section 16 of this Policy.

13. Communication of Policy

In the event of changes to this policy, these changes will be communicated to households, outlining the key aspects of the operational procedures and giving updated advice on what material should be placed in each bin.

14. Enquiries & Complaints

The Council will investigate each enquiry in relation to lack of service in line with the Council's Customer Charter.

<https://www.clacks.gov.uk/site/documents/councilperformance/customercharter>

All complaints will be handled in line with the Council's Complaints Handling Procedure:

<https://www.clacks.gov.uk/site/documents/customerfeedback/clackmannanshirecouncilscomplaintshandlingprocedure>

The Service appreciates that missed or tagged bins may cause significant concern and therefore measures are in place to enable Officers to quickly investigate any allegations of failure on the service's part.

Where a complaint is upheld, the Service will endeavour to resolve the matter as soon as possible (within a maximum of 5 working days where practicable). The public can also report missed bins via the website:

<https://www.clacks.gov.uk/council/reportit/>

15. Customer Standards

What we as a service will do for you:

- We will always be polite, courteous and respectful to all residents and customers.
- We will provide householders with clear information and support on our services.
- We will provide a reliable & regular collection service ensuring we visit your property when we say we will.
- We will only deviate from this in exceptional circumstances outside our control, for example as a result of extreme weather events.
- When we cannot provide the service as planned you will be advised on our website www.clacks.gov.uk and through local newspapers, social media and radio.
- We will train our staff to minimise litter and spillages. We will clean up any spillage from a container, bin or vehicle that is caused by us as a result of carrying out our service.
- We will where necessary utilise mobile CCTV technology to protect our staff and the public and support service delivery.

- We will respond to your enquiries as soon as possible and any complaints received about our service will be responded to in line with the Council's complaint procedure. In normal circumstances any action we believe is required will usually be completed promptly and within 5 working days of a decision being made.
- We put the bins back where they were presented.

What we need householders to do:

- Never be abusive and show the same respect that you expect from us.
- Use the right bins and containers provided for the right materials, ensuring the maximum amount of your waste is recycled i.e. 'Put the right stuff in the right bin'.
- Residents are requested to dispose of heavier items through other channels, e.g. soil and rubble, electrical items, wood etc. can be taken to Forthbank Recycling Centre.
- Present your bins (with handles pointing towards the roadside) and other containers for collection by 7.00am on the scheduled day.
- Return your bin or container to your property as soon as possible.
- Think carefully about where you present or store your bins and containers to ensure they are not an obstruction or safety risk.
- Ensure the lids on your bins and containers are closed ready for collection and there are no additional bags of waste out with your bins and containers.
- Help us achieve our recycling objectives by working with us.
- Failure of the public to respect our staff could lead to their bin not being emptied and their details passed to the authorities.

16. List of Bulky Waste Items

16.1 - list of materials designated as an item for Bulky Uplift

Armchair	Kids swing set (dismantled)
Baby gate	Kitchen pedal bin - large
BBQ - Metal	Laminated flooring - tied bundle
Bean bag	Large packing boxes - empty
Bed base, mattress and headboard	Lawnmower (electric or cordless)
Bedroom unit	Lawnmower (petrol - empty of fuel)
Bedside table	Livingroom wall/display unit
Bike	Mattress
Book shelf	Microwave
Carpet/lino - tied bundle	Mirror Wardrobe Door (Mirror Taped)
CD rack	Pasting table
Chest of drawers	PC monitor
Childs car seat	Pedal bin
Christmas Tree (artificial)	Pet carrier/cage
Clothes ainer / hanger	Power/Jet washer
Coffee table	Pram/pushchair
Computer chair	Radiators (empty and liftable)
Cooker	Shelf unit
Corner suite	Side board
Cot	Side table
Curtain pole	Sofa bed
Desk	Sofa/couch
Dining chair	Standard lamp
Dining table and chair set	Step ladder
Dishwasher	Stereo / Speaker
Dressing table (mirror taped)	Storage box (large - empty)
Exercise bike	Strimmer
Fitness equipment	Suitcase (empty)
Fridge/freezer (must be empty)	Table - dining, garden, coffee
Garden bench	Taped mirror/glass
Garden chair	Three piece suite - individual units i.e. sofa, chair
Garden parasol/umbrella	Tied Bundle of Wood (4ft Length - nails removed - up to 10 pcs)
Garden table and chair set	Trampoline (dismantled)
Gas heater (portable - no gas bottle)	Tumble dryer
Hammock (dismantled)	TV
Heater (portable)	TV cabinet
High chair	Underlay - tied bundle
Iron board	Vacuum cleaner
Kids large toy car	Wardrobe - freestanding only
Kids scooter	Washing machine
Kids snooker/game table	Wheelbarrow (empty)

16.2 - list of materials designated as NOT SUITABLE for Bulky Uplift

Bagged loose waste
Garden waste or soil
Bricks, rubble, stones, slabs
Dismantled outbuildings and structures – garages, sheds, fences, decks, bunkers
External or internal doors or windows
Bathroom fixtures e.g. baths, cisterns, wash hand basins
Kitchen fixtures e.g. Units, worktops, sinks
Debris from DIY or construction projects
Vehicle parts and tyres
Hazardous waste – asbestos, oil, chemicals, paint, gas cylinders
Commercial - type fridges
Other commercial waste