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**Report to Council**

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**Date of Meeting: 19 August 2021**

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**Subject: Household Waste & Recycling Collection Policy**

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**Report by: Strategic Director (Place)**

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**1.0 Purpose**

- 1.1. At the full Clackmannanshire Council meeting on Thursday 22 April, the Convener of Place tabled a motion seeking a review to:
- Set out clearly the range of issues associated with household waste collection and the proposed approach to be taken by the Council.
  - Enable Councillors to determine an appropriate policy position which takes into account the pressures and demands upon the Service.
  - Respond to the needs and aspirations of the Clackmannanshire public.
- 1.2. The purpose of this report is to set out the outcome of this review, together with the rationale for the revised policy; and to gain approval of the proposed Household Waste and Recycling Collection Policy (Appendix 1).

**2.0 Recommendations**

- 2.1. It is recommended that the Committee:
- 2.2. Approves the proposed Household Waste and Recycling Collection Policy (Appendix 1);
- 2.3. Approves the removal of restrictions on non-commercial vehicles at the Forthbank Household Waste and Recycling Centre (HWRC);
- 2.4. Notes that the Waste Service will review the current practice of requiring photographic personal identification for customers entering the Forthbank HWRC; and that a report will be considered at the Place Committee meeting on 4th November 2021;
- 2.5. Notes that the current arrangements for the disposal of soil and rubble will be reviewed to ensure that the site serves the requirements of our residents while fully encouraging safe disposal and effective re-use and recycling. A report will be considered at the Place Committee meeting on 4th November 2021;

- 2.5.1. Notes the ongoing national review of the Code of Practice – Household Recycling in Scotland;
- 2.5.2. Notes the Options Appraisal being undertaken on our waste collection activities in collaboration with Zero Waste Scotland.

### **3.0 Considerations**

- 3.1. Following community feedback via informal/formal complaints, social media and comments made to elected members, there were perceived issues with the performance of the service. While the website contained most of the rules and procedures that have been developed over time, it was recognised that there was a clear need to have a supporting Policy - one that everyone, including the public could refer to for guidance.
- 3.2. Following the emergency motion tabled by the Place Convenor, it was widely agreed by all parties that a policy that pulls all elements together in a clear and concise manner was required.
- 3.3. The Policy aims to satisfy both elected members and the residents of Clackmannanshire. The outcome of the Policy is to address any additional supports that may be needed but also ensure the Council can comply with Government recycling targets and deliver an efficient and effective service.

#### ***Household Waste and Recycling Review***

- 3.4. This Review is focused on a number of areas of concern identified through the Motion, with a primary objective of consistency and clarity being applied throughout, the key issues being:
  - Bin provision (Standard and Additional Supports) & Collection frequencies
  - Presentation, contamination & excess weight issues
  - Timescales and procedures for missed bins
  - Sanctions
  - Bulky uplifts
  - Public Expectation and needs.

#### ***Bin Provision & Collection Frequency***

- 3.5. The household waste collection service currently operates a three bin system and a caddie. The table below clarifies existing bin size and collection frequencies:

<b>Service</b>	<b>Frequency</b>	<b>Standard Provision</b>
Residual Waste (Green Bin)	3 weekly	240 litre bin
Recyclables (Blue Bin)	2 weekly	240 litre bin

Garden Waste (Brown Bin)	3 weekly (Permit Only)	240 litre bin
Food Waste (Green Caddie)	Weekly	23 litre caddie

### ***Additional Supports***

3.6. The Service recognises that standard waste bin provision is not suitable in all circumstances. Examples of this include large households (or households with children in nappies), residents generating medical waste, residents with mobility issues, intensive housing (flatted properties), and difficult to access (e.g remote rural) or unique locations. The Service also needs to be able to assist people with mental or physical health issues. The additional support services currently available to such residents include:-

- Provision of additional capacity
- Assisted collections
- Communal bins
- Different collection frequencies
- Provision of single use sacks.

3.7. There are procedures and criteria in place to enable residents to apply for non-standard services and / or for Officers to provide additional supports. The detailed information and process can be found within the council web page:

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

3.8. Summary of key Areas of Change:

### ***Additional Capacity***

3.9. The Service previously supplied additional residual waste capacity (green bin) for households of 4 or more residents. However this is not sustainable due to the stringent recycling targets, and our Duty in relation to Climate Change. The proposed change from 4 to 6 residents brings the Service in line with the Code of Practice.

### ***Presentation, Contamination & Excess Weight Issues***

3.10. Collection crews service over 24,000 properties during a standard weekly collection route. While residents may be able to move a heavy bin in isolation, the Service has a duty of care and legal requirement for the health & safety of our employees. The biggest risk is the cumulative impact this can have on musculoskeletal injuries, which has to be managed and controlled.

3.11. The Waste Service has currently has a high proportion of absence related to musculoskeletal injuries. Therefore crews are trained in manual handling techniques and conduct dynamic risk assessments. For this reason operatives are instructed as part of their operating procedures to not service bins which they consider to be excessively heavy. This hazard is not limited

to the employee but also a consideration for the load capacity on our waste fleet. This position is reflected in the proposed policy.

- 3.12. The policy also provides guidance on what constitutes an overfilled bin. Feedback from various sources indicates that people are looking for clarity and consistency of application. The only effective way of providing this clarity is to adopt a standard whereby the bin lid must be fully closed when presented. A further benefit of presenting bin lids closed is the reduction in the likelihood of excess waste being blown onto footways and carriageways, thus reducing complaints in relation to street litter. By doing this we can encourage residents to produce less waste, consistent with the Council's current waste strategy (Zero Waste Strategy 2012-2022) and the recommendations within the National Code of Practice on Waste and Recycling.
- 3.13. Data recorded in April and May show that the incidence of tagged green bins in relation to the overall collection numbers is very low – typically around one or two tenths of a percent. This demonstrates that the vast majority of our citizens know the standard that they are asked to comply with and engage correctly with our process.

Week Start Date	Number of Green Bins Tagged (lid-up or overweight)	Number of Green Bins Collected	Percentage of Green Bins Tagged
19 April	17	7825	0.217%
26 April	12	7277	0.165%
3 May	1	7356	0.0136%
10 May	11	8230	0.1337%

- 3.14. **Tagged Bins** – Residents will now be afforded one opportunity to rectify any tagged bin. The Council will arrange to re-collect the bin within 5 working days if the resident has rectified the issue. Records will be retained to support this. Any further tagging will mean that the resident will need to re-present their bin at their next scheduled collection date.
- 3.15. Residents should use the Recycling Centre for items that cannot go in their standard bins. The financial implications of enforcing these measures are significant. For example it is approximately 20 times more expensive per tonne to process and dispose of soil and rubble via the residual waste stream (Green Bin).
- 3.16. Details of exactly what should and should not be placed in each type of bin are contained within the Council Website :
- <https://www.clacks.gov.uk/environment/greenbin/>
  - <https://www.clacks.gov.uk/environment/bluebins/>
  - <https://www.clacks.gov.uk/environment/brownbinpermit/>
  - <https://www.clacks.gov.uk/environment/foodwastecollection/>

### ***Timescales and Procedures for Missed Bins***

- 3.17. Where a resident reports that the Council has missed their bin and where this is not attributable to the actions of the resident, the Council will endeavour to return for missed bins within 5 working days.
- 3.18. Our fleet of refuse collection vehicles are soon to be fitted with CCTV cameras and each report will be investigated. This will enable the Service to address inaccuracies and identify training or educational requirements.

### ***Bulky Uplifts***

- 3.19. The Service provides a Bulky Uplift service with the aim of assisting residents to dispose of items which are too large to fit into household waste bins. Over recent years this has been misused and in danger of becoming an excess waste collection service. The increase in the volume of such requests endangered the sustainability of the service and resulted in detriment to those residents who wished to utilise the bulky uplift service for its true function.
- 3.20. The uncontrolled collection of excess waste (black residual waste bags) is not a sustainable practice in light of national recycling targets and the move towards zero waste from operations.
- 3.21. The implementation of the 2025 Landfill Ban will introduce further regulation on the control of residual waste. It is no longer practicable for the Council to collect bulky waste alongside excess waste during any uplift, as the cost and resource of pre-sorting prior to final waste treatment is prohibitive.
- 3.22. The Service has therefore developed more stringent criteria which will ensure that a sustainable and efficient bulky waste service is retained for our customers. The current £40 fee will entitle residents to dispose of up to 8 bulky items as part of a single uplift. The introduction of a maximum number of items prevents further misuse of the service (such as for kitchen replacement or full household clearances). A list of acceptable items is included within the Policy.

### ***Public Expectation and Needs***

- 3.23. The Service 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/>
- 3.24. Where an enquiry of complaint is upheld, the Service will endeavour to resolve the matter as soon as possible (within a maximum of 5 working days where practicable).

- 3.25. The public can also report missed bins via the website:  
<https://www.clacks.gov.uk/council/reportit/>
- 3.26. 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 Services part. This process will be supported via a new Waste Customer Services Review Group that will assess any additional requests or appeals on decisions made. This will support vulnerable people or those who struggle to comply with the Policy.
- 3.27. The terms of reference for the group are set out in the Policy. The group is to be set up on a trial basis for 12 months and reviewed thereafter.

### ***National Policy Development***

- 3.28. Agreement for the Council to sign up to the Household Recycling Charter was reached at Enterprise and Environment Committee on 19 May 2016. The Council officially signed up to the Charter on April 2017. The Code of Practice: *Household Recycling in Scotland* sets out a number of requirements that signatories of the Household Recycling Charter are expected to follow. This Household Waste Review and Council Policy is intended to further align our activities with the current Charter and associated Code of Practice.
- 3.29. In partnership with the Scottish Government, Zero Waste Scotland are currently undertaking a review of the Code of Practice for Household Recycling in order to accelerate improvement in both the quantity and quality of recycling that local authorities are collecting; and to support the provision of more consistent collections. The outcome will require further consideration later in 2021.
- 3.30. As part of the longer term aim to make Scotland a zero waste society with a circular economy, the Scottish Government has several ambitious targets for reducing waste and increasing recycling. By 2025 the aim is to:
- reduce total waste arising in Scotland by 15% against 2011 levels
  - reduce food waste by 33% against 2013 levels
  - recycle 70% of remaining waste
  - send no more than 5% of remaining waste to landfill.
- 3.31. Clackmannanshire Council continues to achieve a reasonably high recycling rate with 55.4% in 2019. This is indicative of good practice and compliance in relation to recycling capture and treatment. However collaborative leadership across the council is required to support and bolster local efforts to tackle climate change and to enable the Service to achieve our national recycling targets for 2025.
- 3.32. Further commitment, support and education are required to encourage and drive further change in behaviour. For example, at present, the Service does not tag Residual Waste bins (Green Bins) as contaminated. This may require to be reassessed in the future as the Government targets are further tightened.

- 3.33. The proposed Policy is fully in-line with the Charter for Household Waste and provides a clear unambiguous foundation to drive further improvement in our recycling.

### ***Zero Waste Scotland Options Appraisal***

- 3.34. In order to enable the Council to achieve National Zero Waste targets, the Service is currently undertaking an options appraisal on all of our waste streams through a consultancy service funded by Zero Waste Scotland.
- 3.35. This appraisal will be completed by the end of 2021 and will also consider the effects of the Deposit Return Scheme and Extended Producer Responsibility on our waste collection activities. Our objective is to reduce the volume of waste generated and improve the quantity and quality of materials captured in line with national government policy. This will also help minimise collection and disposal costs associated with the Waste Service. Issues to be considered within the appraisal include:-
- Exploring how source separation of cardboard / paper from other recyclates could be achieved, as this improves both the quality and value of the materials recovered.
  - Identifying approaches to encourage a reduction in the levels of residual waste being presented. This will include phasing out of 360 litre residual waste bins
  - Development of a graduated costing model for bulky waste collections.

### ***Forthbank Recycling Centre***

- 3.36. The Service implemented an appointment system for all vehicles visiting the Household Waste Recycling Centre when it reopened following lockdown (June 2020). These restrictions were eased in Autumn 2020 but retained for larger vans and those residents using large trailers. This was initially to assist with social distancing and traffic management but was retained due to the improvements noted on site in relation to recyclable material recovery. However due to public demand, it is proposed to remove these restrictions on non-commercial vehicles.
- 3.37. During the pandemic, staff identified as non-essential from other areas of the Service, have assisted within the Recycling Centre. This has proven beneficial in reducing contamination within the recycling containers. The Service has identified that full-time staff resources will be required to counter the adverse effects of removing the current controls on larger vehicles, to ensure that effective re-use and recycling is maintained and to prevent unauthorised commercial activity under the guise of domestic use. Budget availability will be reviewed and standard business case/recruitment approval processes will apply for any additional posts that are required.
- 3.38. The Service will review the current practice of requiring photographic personal identification to enter the site and consider the alternatives or reverting to Household Access Cards and/or the use of QR-code technology. This review will seek to identify best practice in place at other recycling centres across the UK. Need to commit to when we are coming back with an update. A report will be considered at the Place Committee meeting on 4<sup>th</sup> November 2021.

- 3.39. There has been significant transformation within the Recycling Centre due to both Covid-19 and improvements to the upper level of the site. Current arrangements for the disposal of soil and rubble will be reviewed to ensure that the site serves the requirements of our residents while fully encouraging safe disposal and effective re-use and recycling. A report will be considered at the Place Committee meeting on 4th November 2021.

### ***Communication Strategy***

- 3.40. Communications will form an integral part of the recycling service and the Review considers the following steps to be taken:

- Clearly explain to all householders what services we provide what residents responsibilities are and what we can do to support them
- Deliver service information to householders periodically
- Provide clear instructions to householders on what can and cannot be recycled.

- 3.41. The Communications Strategy will require to take cognisance of the timings and associated outcomes not only of this Review but also the outcomes from the Household Charter Code of Practice review and the current options appraisal being conducted by Zero Waste Scotland. Further changes therefore may be required in the future to our Policy. This will likely be focused on the Reduce, Re-use, Recycle principle.

## **4.0 Sustainability Implications**

- 4.1. Waste Services are seeking to implement measures focusing on reducing, re-using and recycling waste as far as reasonably practicable. This reflects directly on the four strategic priorities in the Council's Sustainability and Climate Change Strategy.

## **5.0 Financial Implications**

- 5.1. The Communications Strategy will result in additional costs for supply of leaflets/flyers to our residents. This will be incorporated into existing budgets.

## **6.0 Staffing Implications**

- 6.1. Assistance will be required from Corporate Communications to enable the distribution of promotional and educational materials.

## **7.0 Exempt Reports**

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



## 8.0 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 )

Yes ✓

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

## 9.0 Equalities Impact

- 9.1. Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations? Yes ✓

## 10.0 Legality

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

## 11.0 Appendices

Appendix 1 : Waste Policy 2021

## 12.0 Background Papers

- 12.1 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 ✓

Waste (Scotland) Regulations 2012

<http://www.legislation.gov.uk/ssi/2012/148/contents/made>

New Climate Change Plan

<https://www.gov.scot/publications/scottish-governments-climate-change-plan-third-report-proposals-policies-2018-9781788516488/>

Scottish Government Recycling Policy

<https://www.gov.scot/policies/managing-waste/>

Charter for Household Recycling

<https://www.zerowastescotland.org.uk/content/charter-household-recycling>

### Author(s)

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**Approved By**

<b>NAME</b>	<b>DESIGNATION</b>	<b>SIGNATURE</b>
Pete Leonard	Strategic Director Place	



## **Appendix 1**

# **Household Waste & Recycling Collection Policy May 2021**

## **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 contribute to the outcomes of the Household Recycling 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 waste 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
<b>Green</b>	240 litres	Every 3 weeks	Non recyclable household waste
<b>Blue</b>	240 litres	Every 2 Weeks	Plastic bottles and food containers, card, paper, aluminium and steel cans
<b>Grey caddy</b>	23 litre & liners	Weekly. A small 7 litre kitchen is also available to assist with collection of waste, and the Council will provide food bags free of charge	Cooked and uncooked food--stuff
<b>Brown bin</b>	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

*Blue box (50 litre) is collected every 4 weeks and is only available to residents who receive Assisted Collection Service. Glass bottles and jars*

### 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 large 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 weekly.

#### **Non-recyclable waste bins only**

Due to space constraints in some areas (e.g. Town Centres) where the provision of waste sacks may not be environmentally suitable 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 allow such households to participate in waste separation and recycling in the future.

#### 4. ***Additional Recycling Capacity***

Residents are encouraged to compact their recyclables and flatpack 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 a larger bin (maximum 360 litres), 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, the resident can apply for additional capacity if they meet the following criteria:

- Households comprised 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 young children in a household require the use of disposable nappies;
- 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 Code of Practice and to further encourage recycling within our communities.

#### 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 day of collection.

Bin should be presented in such a way that they do not cause obstruction to pedestrians or road users.

Operational staff will 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.

- Side waste will not be accepted i.e. excess bags.
- Overfilled and / or excessively heavy bins will not be accepted. Bins will be deemed to be overfilled if the lid is not fully closed.

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

Tags will be colour coded (green/brown/blue) and issued if required. Tags will be printed with contact details for further information and designed to enable the operational crews to highlight the reason for non-collection.



Residents will only be afforded one opportunity to rectify any tagged bin. The Council will arrange to re-collect the bin within 5 working days only if the resident has rectified the issue.

Any further tagging will mean that the resident will need to re-present their bin at their next scheduled collection date.

If the bin or container has been damaged or lost due to negligence by the householder we 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 Service will advise the customer to remove any contamination before presenting for collection 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 after 4.00 pm on the scheduled collection day.

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

## 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 visit are available at [clacks.gov.uk](http://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 should 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 the resident's homes. However, in some areas, particularly rural locations, roads may be either not be 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 Service**

Clackmannanshire Council provide 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 8 items will be uplifted on payment of the standard charge. The Service will not collect excess residual waste which should be disposed of through standard kerbside provision or via the Household Waste Recycling Centre. (Further details of accepted and not accepted items for a Bulky Uplift are contained on our website).

This change is required to further encourage and enforce recycling within the County. This is fully in line with the Code of Practice.

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 uplifts is contained within Section 16 of this Policy. Acceptable items may be presented in bags where appropriate; however residents should be aware that no items within a bag will be uplifted if a bag is contaminated (by unacceptable materials).

#### 13. **Communication of Policy**

A Communication Strategy will be developed in conjunction with this Policy document. Upon adoption of the Policy, communication will be made 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 Services part.

Where an enquiry of 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](http://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.
- Residents are requested to dispose of heavier items through other channels, for example soil and rubble, electrical items, wood etc. can be taken to the Recycling Centre.
- Present your bins (with handles pointing towards the roadside) and other containers for collection by 7.00am on the required 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 for the public to respect our staff could lead to their bin not being lifted and 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)
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 airer / 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 NON 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

## 17. ***Waste Review Group – Terms of Reference***

The Waste Review Group will consist of a waste supervisor, waste manager and a Contact Centre representative.

The Group will meet weekly to consider customer service issues which have not been resolved. Items to be discussed will include:-

Tagged bins;            Complaints;            Requests for additional capacity;  
Special Uplifts;        Member Enquiries;      Requests for assisted collections;

The Group will provide a monthly report to Members on all matters discussed and decisions taken. This information will also be issued as part of the Place Committee agenda for noting and further discussion where appropriate. The Group will identify and follow up with vulnerable people or people who wilfully do not engage in recycling and work with other areas of Council to address such (for example Housing or HSCP).

This Group will operate on a trial basis, initially for a period of 12 months from 1 October 2021.

