

Waste and Recycling Policy

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1. Purpose Statement

1.1 This policy document sets out how the Council collects and processes household waste and recycling and details can be found in Appendix 1

2. Application and Scope Statement

2.1 The policy applies to all households in Aberdeen, receiving either a communal or kerbside domestic waste collection.

This policy does not apply to commercial waste and recycling collection services.

3. Responsibilities

3.1 The Operations and Protective Services Chief Officer is responsible for managing policy and associated guidance.

3.2 Non-compliance with any section of this policy should be reported in accordance with the supporting documentation detailed in section 4.

3.3 Any feedback on the waste and recycling policy or suggestions for improvement can be communicated to the Waste Strategy Officer in the first instance. The information and data collected above will help us understand the impact of activities and assist in identifying any potential improvements

4. Supporting Procedures & Documentation

4.1 Supporting documentation

- ACC Waste strategy 2014-2025
- Government waste and recycling targets

4.2 Supporting procedures

- Contamination of recycling bins
- Excess waste
- Missed bins
- Unadopted roads collections
- Assisted collections

5. Policy Statement/s

5.1 This policy document details how the Council collects and processes household waste and recycling and the standard level of service provided. It also makes clear what is expected of the customer and what happens when there is noncompliance to the policy.

6. Definitions

Additional bins: a Council approved additional bin is provided when the household meets the criteria stated in the Additional bins section of the policy.

Assisted collections: this service is provided when a household is unable to put their bin out for collection and must meet criteria set out in the Assisted Collections part of the policy.

Contamination of recycling bin: this happens when incorrect items are disposed of in the recycling bin

Excess waste: this is any additional waste over and above the standard service and will not be emptied as it is unauthorised.

Fly tipping: this activity is the illegal dumping of any type of waste.

Missed bins: this occurs when a Council approved bin is missed during the normal scheduled collection due to fault of the householder, the Council or due to adverse conditions or unforeseen events

In cab system: the Council's digital waste management system, which has an in-cab element, enabling transfer of information between the collection vehicle and the back office (including the Council's CRM system) in real time.

Side waste: this is waste which is placed for collection at the side of or on top of, but outside, the normal Container.

Unadopted road: a private road which is not maintained by the Council.

Unauthorised bin: this is an unofficial Aberdeen City Council issued bin

Waste strategy 2014-2025: this strategy sets out the Council's plans to reduce the social, economic and environmental consequences of waste.

7. Risk

7.1 The policy seeks to reduce risks and enhance the Council's reputation through compliance with legislation, increased recycling rates and more efficient operations. This results in associated environmental and financial benefits and improves our customer service.

7.2 The waste and recycling policy will reduce health and safety risks to both householders and employees by providing guidance for a safe and efficient collection service. This will be reviewed and amended when necessary to ensure this standard is maintained at all times.

7.3 There are no unintended effects, consequences or risks directly resulting from the update of this policy.

8. Policy Performance

8.1 The effectiveness of the policy can be reflected by improvements in householder behaviour and operational efficiencies.

8.2 Performance is measured directly as the collection crews record excess waste, contaminated bins and unauthorised additional bins each of these can be quantified, with numbers reflecting changes in behaviour. In addition, behavior change can also be derived from the Council's waste and recycling tonnage data e.g. recycling rates, waste minimisation.

The impact of the policy will also impact operational performance. Less excess waste and contamination, together with fewer unauthorised bins should help maintain or improve route efficiencies. Operational reporting (e.g. overtime) can be used as an indicator of performance.

The number of relevant customer complaints can also indicate success e.g. number of reported missed bins not collected within timescale.

8.3 Waste and recycling data are reported annually to SEPA which is available to the public and performance data is reported quarterly to the Operational Delivery Committee. In addition, the Waste and Recycling Service has its own internal reporting schedule, where information is reviewed and used to inform plans and activities.

9. Design and Delivery

9.1 This policy and supporting documentation fully support the delivery of the Target Operating Model (TOM) and strategic outcomes contained within the LOIP. The policy will help deliver the Council's LOIP ambition to provide a clear blueprint for collaborative actions to address the challenges facing the city in four strategic themes: Prosperous Economy- Prosperous People- Adults- Prosperous People- Children- Prosperous Place.

Specifically, the policy will address the LOIP stretch outcome 14 of reducing Aberdeen's carbon emissions by 42.5% by 2026, through increasing diversion of materials from landfill which lowers Greenhouse Gases such as carbon monoxide and methane.

10. Housekeeping and Maintenance

10.1 This policy replaces and consolidates the following policies:

- Contamination of recycling bins
- Excess waste
- Missed bins

- Unadopted roads collections
- Assisted collections

10.2 The supporting documentation specified within this policy will be reviewed and updated as and when required.

10.3 A new set of accompanying department procedures will need to be created to support the Waste and Recycling policy.

11. Communication and Distribution

11.1 The Waste and Recycling policy will be available on the Aberdeen City Council website to be accessed by householders and shared with relevant Council staff ensuring all relevant parties are aware of its content.

The reviewed policy will be used as part of internal induction training for waste and recycling staff

12. Information Management

12.1 Information generated by the application of this policy will be managed in accordance with the Council's Corporate Information Policy and Supporting Procedures.

Appendix 1

The purpose of this consolidated policy details Aberdeen City Council service for providing domestic recycling and waste collections.

For householders using the wheeled bin service, the Council's standard service provision is:

- 1 x 180 litre household waste wheeled bin
- 1 x 240 litre mixed recycling bin (blue lid)
- 1 x 240 litre garden and food waste bin (brown lid)

General waste, mixed recycling and garden and food waste is collected on a fortnightly basis

1. Missed Collections

1.1 Purpose of policy

To define what constitutes a 'missed' wheeled bin collection and to outline the Council's policy when a householder reports that their bin has been missed.

This policy applies to household wheeled bins; it does not apply to commercial properties or communal bins.

Wheeled bins cannot be reported missed by the householder until the route has been completed.

1.2 There are four categories of missed bins:

1. The bin was not presented correctly by the householder – either the bin was not presented on time (by 7am) on collection day or it was presented on the wrong day.
2. The bin was presented by the householder on the correct day and time, but the collection vehicle passed by it and did not empty it.
3. The bin was not collected due to adverse weather conditions or other unforeseen circumstances (road closures, accidents, riots, etc).
4. Missed assisted collection.

1.3 Where a bin has been left by the crew due to incorrect use, this will not be classed as missed bin and the Council will not return to empty it (please refer to contamination policy).

Incorrect use is:

1. Bin contents contaminated by wrong materials.

2. Bin filled with material that makes it unsafe to empty due to excessive weight (this is judged on an individual basis to assess whether safe to move bin)

3. Unauthorised additional bin or non-standard bin.

In these cases, the householder would be notified of the reason their bin was not collected and the steps they need to take to safely dispose of their waste.

1.4 Where there is a reason for the bin being missed as per 1.2 (2) and 1.2 (4), every effort will be made to return and empty the bin within 5 working days.

2. Excess waste & additional bins

2.1 Purpose of policy

2.1.1 To establish a policy which ensures that only waste or recyclables presented in authorised containers is collected

2.1.2 The policy does not apply to commercial properties

2.2 Excess waste

2.2.1 Any additional waste bin over and above the standard service will only be emptied if they are authorised. Only bins supplied under the terms of this policy will be emptied.

2.2.2 Where it has been identified or is suspected that a householder has unauthorised additional waste bins, the bins may be removed.

2.2.3 Black bags or waste presented in other unauthorised containers (not wheeled bins)

2.2.3.1 Aberdeen City Council will not collect any waste outwith the authorised containers as this will be treated as side waste, fly-tipping or littering and may be subject to enforcement action.

2.2.3.2 Only waste presented in accordance with this policy will be emptied/ uplifted.

2.2.4 Over-filled bins

2.2.4.1 Where a wheeled bin is presented and is judged by the collection crew to be overloaded, it will not be emptied on health and safety grounds.

2.2.4.2 The resident is responsible for the removal and disposal (e.g. taking to a Household Waste and Recycling Centre or booking a bulky uplift) any excess waste or recycling and ensuring that the bin is safe to empty on their next

scheduled collection day. The wheeled bin will only be emptied on the next collection cycle provided it is deemed 'safe' by the collection crew.

2.2.5 Open lids

2.2.5.1 For safety reasons, and to ensure that wheeled bins and lids are not damaged during the collection and lifting process, bin lids of all wheeled bins presented for collection should be fully closed.

2.2.5.2 Bin lids should always be kept closed to deter access by flies and vermin and to avoid rainwater entering the bin.

2.2.5.3 Bins presented with lids open that are considered hazardous by the collection crew will not be emptied. It is the resident's responsibility to ensure that the lid is closed.

2.3 Approval for an Authorised Additional Bin

2.3.1 Additional general waste bin

Where a household meets at least one the criteria below, they may apply for a maximum of 1 additional general (non-recyclable) waste.

2.3.1.2 A household can request an additional mixed recycling or garden waste bin without having to meet these criteria.

2.3.1.3 The additional bin will be the same size as the standard household general waste bin. In exceptional circumstances (e.g. individuals with medical conditions), additional capacity will be provided at the discretion of the Council.

2.3.1.4 The householder must meet at least one of the following criteria to apply for an additional general waste bin:

Five or more permanent resident(s) in the household

One or more resident(s) in the household with a medical condition/disability resulting in production of additional non-clinical waste

Two or more residents in the household under the age of 3 years and in nappies

2.3.1.5 The household must demonstrate they are making full use of the recycling facilities available.

2.3.1.6 If the additional general waste bin is approved, a charge (the current charge is available on the Council website) will apply for the provision of the bin, except where the bins is supplied because of a medical need.

2.3.2 Review of additional general waste bin

2.3.2.1 Recipients of an authorised additional general waste bin will be contacted after 2 years to check if the service is still required.

2.3.2.2 The Service has the right to remove additional bins if there is a change in circumstances, bins are no longer required or being misused.

2.3.3 Additional Food & Garden Waste Bin (Brown Bin)

2.3.2.1 A charge will also be made for any additional 240 litre garden and food waste bins (first bin provided free) to encourage home composting (details of applicable charges will be displayed on the Council website).

2.3.2.2 Only two additional brown bins may be requested per eligible household.

2.3.2.3 Large amounts of garden waste can be taken to a local Household Waste and Recycling Centre (HWRC) and deposited free of charge.

2.3.4 Additional Recycling Bin

No charge will be made for an additional bin which will be the same size as the standard recycling bin.

3. Contamination of recycling bins

3.1 Purpose of policy

To establish a policy that details how contaminated dry mixed recycling and food/ garden waste bins will be dealt with and to define what contamination is.

3.2 Acceptable Materials

3.2.1 The 240-litre dry mixed recycling bin is only for the items that can be recycled as listed below:

- Steel and aluminium cans, tins and foil
- Glass bottles and jars
- Paper and cardboard
- Plastic bottles, trays, tubs and yoghurt pots (all colours)
- Food and drink cartons (e.g. Tetrapak)

Items should be predominantly clean and free of food waste and plastic bags/ film.

3.2.2 The 240-litre food/garden waste bin is for the following materials:

All cooked and uncooked food waste including:

- Tea bags and coffee grounds
- Egg shells and bones

And where a permit is purchased:

Garden waste including:

- Small branches, bark and twigs that readily fit into the bin with the lid closed
- Grass cuttings

3.3 Defining Contamination

3.3.1 Collection crews follow Council guidance to assess evidence of contaminants within dry mixed recycling bins and food/ garden waste bins.

Items that cannot be put in the dry mixed recycling bin include:

- food waste
- plastic bags or film
- polystyrene
- garden waste
- nappies
- clothing
- other general waste materials that cannot be recycled

Items that cannot be put in the food/garden bin include:

- Household waste or mixed recyclables
- Nappies
- Dog waste, cat litter or other animal waste (see guidance)
- Stones, slabs, rubble or rubber
- Plastic bags
- Plastic flowerpots, seed trays or plant labels
- Soil or turf

3.3.2 Dry mixed recycling bins and food/ garden waste bins containing any of the items listed in paragraph 3.3.1 may not be emptied. It is the responsibility of the householder to remove any contamination from the dry mixed recycling or food/ garden waste bin before it will be emptied on the next scheduled collection day.

4. Assisted collections

4.1 Purpose of policy

4.1.1 To establish a policy which makes provision for an 'assisted collection' on a temporary or permanent basis in certain circumstances

4.1.2 An assisted collection is provided when a householder is physically unable to present their bins and there is no other assistance available

4.1.3 The assisted collection service covers household waste bins including 180l residual waste, 240l mixed recycling and 240l food/ garden waste. This policy applies to all authorised containers. Refer to section 4.4 for properties served by communal bins.

4.1.4 An assisted collection to a property on an unadopted road is only provided if the householder meets the criteria for collection according to the "Unadopted Roads Waste & Recycling Policy"

4.1.5 The uplift location for an assisted collection must not compromise the collection crew's health and safety requirements. If this is an issue, a suitable alternative will be identified.

4.2 Criteria for receiving an Assisted uplift

The service will be provided if:

- The permanent householder(s) suffer(s) from a medical condition or disability that prevents them from putting out the container(s)
- There is no other assistance available for putting out the container(s)
- The permanent householder(s) suffer(s) from a temporary incapacity*

4.2.2 The container(s) will be collected from, and returned to, an appropriate and agreed outdoor point.

4.3 Review of Assisted uplift

4.3.1 Assisted uplifts are will be reviewed every two years (or as otherwise appropriate in the case of temporary incapacity). As the review date approaches, residents will be sent a letter asking them to confirm whether or not they still require the service.

If the householder does not respond within the allocated timeframe or no longer meets the criteria, the Assisted Collection service will be removed, and the service will revert to standard collection terms.

4.4 Properties served by communal bins

Options will be discussed with the resident on a case by case basis for householders who are serviced by communal bins and meet criteria in Section 4.2 of this policy.

**Temporary Incapacity is defined as curable impairment of mental or physical facilities that may impede the affected person from functioning normally only so far as he or she is under treatment*

5. Unadopted roads

5.1 Purpose of policy

To establish a policy defining the criteria for collecting waste and recycling containers from unadopted roads. 'Unadopted' roads (known as private roads) are those roads not entered in the list of public roads and consequently not maintained by the Roads Authority under the Roads (Scotland) Act 1984.

5.2 Standard Service

The Environmental Protection Act 1990 (EPA) places a duty upon local authorities, as the Waste Collection Authority, to collect household waste within its area. The Waste Collection Authority can specify the placement of the receptacles for the purpose of accessing and emptying them for that purpose.

5.3 Criteria for collecting from unadopted roads

5.3.1 For collection via an unadopted road to be provided the following must be met:

- The road must be in a good state of repair and free of obstructions which may cause damage to waste collection vehicles. There must also be a sufficient turning area.
- No health and safety risks to recycling and waste collection vehicles and/ or employees arising from unsafe road conditions

5.4 Criteria not met

5.4.1 In cases where the unadopted road does not meet the required criteria for collection defined in Paragraph 5.3.1, residents may be required to place their waste or recycling in the container provided on the pavement or verge at the nearest practical point.

5.4.2 Where the condition of the unadopted road falls below an acceptable standard, the service has the right to refuse collection until the road is assessed to be in an acceptable state of repair. Collections will be on the verge or pavement at the nearest practical point.

5.4.3 Owners of the unadopted road will be notified and are responsible for remediation. Once the road is assessed to meet an acceptable standard, collections will recommence from the unadopted road.

5.5 Assisted Collections

5.5.1 Householders who have been granted an Assisted Collection (in accordance with the Assisted Uplift Policy), are only entitled to a collection service from their doorstep, provided it meets criteria of section 5.3. However, where the criteria are not met in section 5.4, this may mean an alternative arrangement to the standard service.