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# KERBSIDE COLLECTION POLICY

## **Waste Management Section**

**Approved by Economic Development and Infrastructure Services Committee on 4.12.18**

**Amendments:**

<b>Date of amendment</b>	<b>Details</b>
6.09.18	Frequency of HH residual altered to 3 weekly and review of Brown bin size from 240l to 140l due to the reduction in average garden size in new builds

# KERBSIDE COLLECTION POLICY

## 1. KERBSIDE DEFINITION

- 1.1 **Kerbside:** on the pavement (adjacent to a roadway) or on the roadway at the curtilage boundary, with the wheeled bin handles facing toward the road.
- 1.2 In the case of **single houses or trade premises** – the most convenient point at the kerbside on the nearest road on the Council's list of Highways.
- 1.3 In the case of **groups of houses or trade premises** – as for single houses or the most convenient point on a private tarred road which complies with the following considerations:
- Is adequately surfaced at all times and capable of bearing the weight of refuse collection vehicles, i.e. it must be constructed to withstand a gross vehicle weight of 26 tonnes and axle loading of 11.5 tonnes, manhole covers, gratings, etc situated in the road must also be capable of withstanding these loads;
  - Has adequate width i.e. a minimum of 3 metres and passing places for the above vehicles.
  - Overgrown trees/hedges etc which restrict access will result in withdrawal of service until these are cut back;
  - Has an adequate turning area for the above vehicles, i.e. a minimum of 18 metres.
- 1.4 Reversing of vehicles to collect waste is prohibited (unless in approved exceptional circumstances).

Minimum requirements where approval may be granted are those in 1.3 above plus:

- a storage area of at least 3 metres in length and 3.5 metres in width behind the stopped vehicle to allow the operatives to stand clear of the bin and lifting mechanism;
- 4.5 metres in height;
- 13 metres in length for reversing area.

Reversing of vehicles onto public roadways is strictly prohibited.

- 1.5 Where situations dictate inordinate travel distances on single track roads, with more than one house or trade premise, the Director has delegated authority to stipulate the designated collection point for these premises for effective service provision.

**2. LEGAL DUTY**

The Council must make arrangements for the collection of household waste.
The Council must make arrangements for the collection of commercial waste if requested to do so.
The Council can determine the method and arrangements for the uplift of this waste

**3. STANDARD HOUSEHOLD WASTE COLLECTION SERVICE**

Purpose	Container	Quantity	Collection Frequency	Day
<b>Residual Waste</b>	240 litre wheeled bin (green coloured)	1	3 Weekly	Monday - Friday
<b>Food waste and Organic Garden waste</b>	140 litre wheeled bin (brown coloured)	1	Fortnightly	Monday - Friday
<b>Paper based products</b>	140 litre wheeled bin (blue coloured)	1	Fortnightly	Monday - Friday
<b>Plastic bottles/cans</b>	140 litre wheeled bin (purple coloured)	1	Fortnightly	Monday - Friday
<b>Glass bottles</b>	38 litre box (orange coloured)	1	Fortnightly	Monday - Friday

**4. EXCEPTIONS TO STANDARD HOUSEHOLD WASTE COLLECTION**

- **Additional Capacity:**

1. **Medical conditions:** Medical conditions that will be considered for additional non-recyclable waste capacity will be ones where hygiene wastes (i.e. pads, wipes, dressings) and clinical waste are likely to be generated. On occasion, the Council may request written confirmation from the resident's doctor to confirm the condition. Where conditions dictate that 1 x 240 litre bin is of insufficient size, then an additional wheeled bin of sufficient capacity to hold 3 weeks medical waste may be made available and uplifted on a 3 weekly basis on the same day as the residual bin. Annual checks are made to ascertain the eligibility.
2. **Additional Recycling Containers:** Where households cannot accommodate their recyclable material in the standard containers, additional containers can be supplied upon request.
3. **Additional Non-Recyclable Waste Container:** Where the reason for requesting additional capacity is not related to a medical condition, the council shall carry out an assessment of the requirement for greater provision by:
  - a. In the first instance if the property is not lived in permanently by 6 or more people or there are fewer than 2 children in nappies the council shall inform them that no additional capacity for non-recyclable waste shall be provided.

- b. If there are 6 or more permanent residents or 2 or more children in nappies within the property, the council shall request that the resident complete a waste diary for an agreed period of time (e.g. 1 collection cycle for non-recyclable waste).
    - The resident will be asked to record the wastes that they place in both recycling and no-recyclable waste containers.
    - A 'Waste Diary' pack shall be sent to the resident with instructions for completion and, where appropriate, a visit from a council officer shall be provided to assist with the completion of the diary.
  - c. Upon completion and submission of a waste diary, a council officer shall review this. Where appropriate to do so, the officer shall visit the resident to provide further advice on what can be recycled and ways of reducing waste.
  - d. If the council assess that the resident requires additional capacity for no-recyclable waste, they shall deliver a larger container (360 litre). This container should be identified with a 'marker' so that it is clear that it is an additional container that is approved by the council to aid collection crews with collecting the proper containers.
  - e. Any additional capacity provided shall be time-limited and a review shall be carried out at the end of the agreed time limit.
- Households which are provided with additional capacity for non-recyclable waste must recycle fully using the kerbside recycling service and/or recycling centres and points. Additional recycling containers can be supplied on request. Failure to recycle fully will result in the larger bin being removed and replaced with a standard bin. An audit of the larger bin may be carried out at any time and annual checks are made to ascertain the eligibility.
  - **Space issues:** where situations dictate that either there is no room to store a wheeled bin and/or insufficient access to move the bin within the curtilage of the property, plastic sacks can be made available on an assessed basis.
  - **Flatted developments** will be issued with an appropriate number and size of containers and dependent on the size of development, larger communal containers for use by all residents. The containers must be located at a communal collection point. If communal containers, each flat will receive bags or boxes to store and transport their waste to the communal point.
  - **Assisted Collections:** Where householders are infirm and/or disabled either on a temporary or permanent basis and there is no-one else who can place and remove the containers for them, an assisted 'back door' collection is offered for all waste containers. Annual checks are made to ascertain eligibility.
  - **Rural road ends:** communal containers will be sited at road ends in rural areas, where deemed necessary and practicable.
  - **Christmas/New Year arrangements** may differ from the norm and residents should note information in their local press or the Council's web site.

## 5. STANDARD COMMERCIAL WASTE COLLECTION SERVICE

<b>Purpose</b>	<b>Wheeled Bins Available</b>	<b>Quantity</b>	<b>Collection Frequency</b>	<b>Day</b>
<b>Residual Waste</b>	140 to 1280 litre	By arrangement	Weekly	Mon-Fri
<b>Mixed colour glass bottles</b>	240 litre	By arrangement	Weekly	Mon-Fri
<b>Paper and Cardboard</b>	140 to 1100 litre	By arrangement	Weekly	Mon-Fri
<b>Plastic bottles/cans</b>	140 to 1100 litre	By arrangement	Weekly	Mon-Fri

## 6. EXCEPTIONS TO STANDARD COMMERCIAL WASTE COLLECTION

- Where situations dictate that either there is no room to store a wheeled bin and/or insufficient access to move the bin within the curtilage of the property, plastic sacks can be made available on an assessed basis.
- Although the standard agreement offered is that of a weekly collection, variations to this can be provided by arrangement including weekends at an increased unit cost.
- Handballing of paper and cardboard may be available by arrangement.
- Businesses located in a rural environment may receive a 3 weekly service for residual waste and fortnightly for recyclable materials.

## 7. BULKY HOUSEHOLD WASTE

### Contact Details

We offer a Bulky Waste Collection Service for domestic properties.

If you would like to book a bulky uplift:

Telephone: 01343 557073

Hours: 8.45am – 5pm Monday to Friday

Email: [bulkyuplift@moray.gov.uk](mailto:bulkyuplift@moray.gov.uk)

Alternatively you can submit a request via our online form

- Bulky household waste will be collected within ten working days from the date of request.
- Material for a bulky waste collection should be sited at the normal point of collection, and should be available from 7.30am on the day of collection.
- The collection crew will **not** enter your premises for the material to be uplifted other than for those who require an assisted collection as per Clause 1.6.

**8. SERVICE STANDARDS****What the Council will provide**

- In line with the Code of Practice on Household Recycling:
  - We will ensure that our local policies encourages residents to recycle by reducing the collection of waste that cannot be recycled (i.e excess waste/side waste)
  - We will ensure that our local policies provide residents with sufficient capacity for their waste, recognising that some households will produce more waste than others.
  - We will ensure that policies for bulky or excess waste encourage residents to recycle and reuse, where this is practicable to do so.
- We will provide a three weekly collection service for residual waste to all households.
- We will provide a fortnightly collection service for food/garden waste to all households.
- We will provide a fortnightly collection service for dry recyclable waste to all households.
- For those physically unable to place containers at kerbside and who have no one else to do so, we will provide an assisted collection. (see clause 4).
- We will provide a replacement larger bin for those who cannot accommodate their residual waste in the standard container and who meet the set criteria. (see clause 4)
- We will clean up any spillage associated with the collection which has been caused by Council employees. If possible this will be carried out immediately, otherwise it will be carried out within 24 hours.
- We will provide adequate and timeous information to residents on days of collection and how to use the service.
- Any changes (other than unforeseen e.g. inclement weather) to the normal collection will be communicated in writing to the affected households at least ten working days before changes are due to commence.
- We will advertise, through the local newspaper and Council website, any changes due to public holidays at Christmas and New Year, at least ten days before the changes.
- On occasions of extreme inclement weather, residents should leave their bin out for collection at the kerbside. The waste including any surplus will be picked up as soon as possible thereafter.
- We will not return for alleged missed collections where the container(s) has not been placed on the kerbside for collection by 7.30am.
- We will provide free of charge replacement bins and boxes damaged by either Council staff or vehicles during the collection.
- Any new or replacement bins will be delivered within five working days.
- Replacement bins may not be new as we repair and re-use wherever possible.
- We will provide free additional containers for recycling if requested.
- Any additional bins and boxes will be delivered within ten working days.
- Only containers which have been supplied by the Council will be serviced.
- Excess or Side Waste: we will not collect from non-recyclable waste bins where the waste has been placed in the wheeled bin but the lid cannot be



easily closed by hand nor will we collect any waste presented at the side of the container. In such cases, a note of the incident will be taken and recorded for future occurrence. Appropriate advice will be provided to the resident.

- **Recycling Contamination:**

- The council shall ensure that all collection crews are trained on what materials are accepted for recycling, the safe system of work for monitoring contamination, and any action resulting from the detection of contamination. Where the contamination of dry recycling bins is severe the recycling shall not be collected as it will have a detrimental impact on quality of the whole load collected. Staff will contact the householder to explain why the bin was not collected due to severity of contamination and provide support to ensure compliance with the policy.

Definitions of Low, Moderate and Severe contamination are as follows:

<u>Low – very few items that are unacceptable are visible to the collection crew</u>	<u>Where safe to do so, the collection crew should remove the contamination and collect the recycling, leaving the contaminants in the bin, taking note of the incident. If the items cannot be safely removed, the bin should not be collected.</u> <u>The container should have something appended to it so that the resident can understand the range of materials that can be recycled. Future collections should be monitored.</u>	
<u>Moderate – several items that are unacceptable are visible to the collection crew</u>	<u>Where safe to do so, the collection crew should collect the container taking note of the incident.</u> <u>The container should have something appended to it so that the resident can understand the range of materials that can be recycled. Future collections should be monitored.</u>	
<u>Severe – black bags and/or food waste and/or many items that are unacceptable are visible to the collection crew</u>	<u>Bin Collection – Recycling not collected as it will contaminate the whole load collected.</u> <u>The container should have something appended to it advising the resident to sort their material correctly and then present the recycling for collection on the next scheduled collection day.</u> <u>The container should have something appended to it so that the resident can understand the range of materials that can be recycled. Future collections should be monitored.</u>	

**What is expected of the customer**

- Householders and traders should place their wheeled bin (with the lid closed) and boxes on the pavement (adjacent to a roadway) or on the roadway at the curtilage boundary with the wheeled bin handles facing toward the road.

- **Recycling Contamination:** Householders should ensure that they do not contaminate recycling with non-recyclable waste. Where the contamination of dry recycling bins is severe the recycling shall not be collected as it will have a detrimental impact on quality of the whole load collected.
- Only the waste stream associated with the individual containers should be placed in those containers as follows:
  - ✓ Residual waste in the green coloured wheeled bin
  - ✓ Food waste and garden waste in the brown coloured bin
  - ✓ Paper based products in the blue wheeled bin
  - ✓ Glass bottles in the orange box
  - ✓ Plastic bottles and cans in the purple wheeled bin
  - ✓ Paper and cardboard in the bin stickered as such or the blue coloured wheeled bin (traders)
  - ✓ Glass bottles in appropriate wheeled bins stickered as such (traders)
- Containers should be presented at the kerbside for collection **by 7.30am** on the day of collection. We will not return for alleged missed collections where the containers have not been presented for collection by this time.
- All waste must be placed within the containers provided.
- Overfilled bins, i.e. with the lid gaping open, will not be accepted as these have health and safety implications for the operatives. The bin should be presented in the correct manner on the next collection day.
- Containers must be stored where possible within the curtilage of the property.
- Containers must be removed from the kerbside to within the curtilage of the property as soon as practical after emptying to avoid obstruction of the pavement/roadway.
- The cleanliness of the containers is the responsibility of the householder/trader.
- Only containers supplied by the Council should be presented for emptying.

#### Storage of waste containers:

##### Individual Household properties

- Individual properties must have sufficient space to store the following waste containers: 2 x 240 litre wheeled bins; 2 x 140 litre wheeled bins; 1 x 40 litre box.

Flatted Properties and in those circumstances where it is necessary to enter the curtilage of commercial premises to service bins at a waste compound, the following will apply:

Each flatted household development will be assessed on an individual basis for storage requirements. In general, low rise developments with a small number of flats will require storage as per individual properties above.

Where a waste compound is required for larger communal bins, the requirements are as follows:

- The surface must be impervious and allow free travel of wheeled containers
- The running surface must be at road level or have drop kerbs
- Access into and from the compound must be at least 1500mm to allow for manoeuvring of the wheeled bin.
- The compound must be able to accommodate the number of wheeled bins required with adequate space between bins (300mm) to allow them to be pulled out and replaced easily.
- The compound must be kept in a clean and tidy condition

- Only waste and/or recyclable materials must be stored in the waste compound
- Waste and/or recyclable materials must be contained within the containers provided (alternatively a cage may be used for bulky cardboard)
- A fully enclosed compound may be beneficial to prevent escape of waste
- Unrestricted access is required on the day of collection to allow safe servicing

## **9. INCLEMENT WEATHER**

During severe winter weather, the council will:

- Continue to undertake the regular scheduled collection of household and commercial waste wherever it is deemed safe to do so. The decision on whether it is safe for a refuse collection vehicle to access a specific location/street has to be determined locally by the driver of that vehicle, taking into account the prevailing driving and weather conditions at the time and the physical nature of the area that has to be negotiated.
- If the driver decides that it is not safe to access an area, then they will report this to their manager and the Council's customer service staff to enable them to field any subsequent enquiries. If significant numbers of residents/businesses are affected then an alert will also be posted on the Council's website to provide information to the affected people.
- If underfoot conditions are safe enough to do so, bins will be manually pulled out of side roads to be emptied but may not be returned to their previous position. Alternatively, we will try to return and collect missed bins within 24 hours of the scheduled collection date where possible. Details of arrangements to catch up with collections will be posted on the Council's website and communicated to the public through local media. The public may be asked to leave their bins out for collection for the remainder of the week.

During continuing severe weather:

- If it is not possible to empty your bin due to continuing bad weather conditions, then we will aim to return later during that same week to empty missed bins and if necessary this may include working weekends. If we are still unable to service your bin we will remove excess waste you leave at the side of your bin on the next scheduled collection.
- In exceptional adverse weather conditions it may prove necessary to temporarily suspend all refuse collection arrangements in a particular area. The collection of green/food waste will then take priority over residual waste. We will continue to attempt to empty your recycling containers. As soon as conditions improve the service will resume.