

**REPORT TO: ECONOMIC DEVELOPMENT AND INFRASTRUCTURE
COMMITTEE ON 8 DECEMBER 2009**

SUBJECT: WASTE MANAGEMENT KERBSIDE COLLECTION POLICY

BY: DIRECTOR OF ENVIRONMENTAL SERVICES

1. REASON FOR REPORT

- 1.1 To seek Committee approval on a Kerbside Collection Policy to enable the Waste Section to maximise use of current resources.
- 1.2 This report is submitted to Committee in terms of the Council's Administrative Scheme relating to Waste Management.

2. RECOMMENDATION

- 2.1 **It is recommended that the Committee approve the Kerbside Collection Policy as shown in Appendix 1 as part of a first stage in the production of a Waste Management Service Delivery Policy.**
- 2.2 **It is recommended that the Committee gives the Director of Environmental Services Delegated Authority as follows:**
- **Where situations dictate inordinate travel distances on single track roads with more than one house or trade premise, that the Director has delegated authority to stipulate the designated collection point for those premises.**

3. BACKGROUND

- 3.1 Current and ongoing monitoring of collection routes has shown a number of practices in service delivery, which are inefficient and unsafe in some cases. These practices are historic and are not in accordance with current guidelines, and have been highlighted by the Monitoring Assistants and vehicle crews during the current review. Where identified practice is deemed unsafe, this is dealt with as a matter of urgency. Typical examples of the problems are:
- where a collection vehicle travels on a single track road with no turning area to undertake a collection and has to reverse back;
 - where there is no more than one house on a side road;
 - where the road is not tarred;
 - where an inordinate travel journey has to be made to undertake collection from a few houses;
 - reversing into a trade premise yard or alleyway;
 - houses with more than one bin for residual waste, generally two but a small number of up to five bins.
- 3.2 There is currently no written policy approved by Members on what can be expected on the delivery of the Council's Waste Management Service. The introduction of an approved kerbside collection service policy will be the first

stage in the production of a holistic waste management service delivery policy. The current 'policy' or guide on collection has evolved over many years and with the introduction of recycling collections at kerbside, the public were made aware of what they should and should not do and what the Council would provide which was approved by Committee at the time. This has been widely accepted and adopted by residents.

- 3.3 Approval of a new policy on Kerbside Collections which can be published/publicised will enable the Council's Waste Management Service to rationalise the way that the service is delivered in line with the meaning of 'kerbside' thus ensuring efficient use of resources.

4. KERBSIDE COLLECTION POLICY PROPOSALS

- 4.1 The Policy proposals are shown in **Appendix 1**.

- 4.2 The salient points regarding efficient use of resources is contained within the current definition of kerbside as follows:

- In the case of single houses or trade premises – the most convenient point on the nearest road on the Council's list of Highways
- 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;
 1. Is adequately surfaced at all times and capable of bearing the weight of large goods vehicles, namely refuse collection vehicles.
 2. Has adequate width and passing places for the above vehicles.
 3. Has an adequate turning area for the above vehicles.

To be added to the definition:

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

- 4.3 An important point to be highlighted within the service provision:

- One 240 litre wheeled bin per house for residual waste

Second bins may have been purchased officially some years ago by residents, whilst others have obtained them from different sources. The practice of allowing residents to purchase additional bins was stopped when the current kerbside collection system was introduced in 2004. Additional bins are not in accordance with the Council's current stance on recycling and waste diversion.

There are a number of premises where additional bins can be identified, however, there is a greater number of locations where multiple bins are left

out from groups of houses where it is evident that there are additional bins but the 'owners' cannot be identified. To resolve these issues (and a conservative estimate is that there are over 1500 properties with additional bins) the current guidelines are to be reinforced in the proposed Policy. All houses will be issued with one sticker for one wheeled bin and advised that unless their bin has an official sticker it will not be emptied after a specified collection date.

- 4.4 Wherever possible, the Waste Management Monitoring Team will try and minimise the effect of the Kerbside Collection Policy on service users. However, due to the historic nature of some practices and their withdrawal in accordance with Policy if it is approved, there will undoubtedly be negative feedback from some residents. Residents and traders will be advised of any changes and the reasoning behind these prior to changes taking effect.

5. **SUMMARY OF IMPLICATIONS**

(a) Single Outcome Agreement/Service Improvement Plan

Waste Management is a priority within the Council's SOA and the Department's Service Improvement Plan.

(b) Policy and Legal

The Council must make arrangements for the collection of household waste and if requested to do so, for commercial waste.

The Council can determine the method and arrangements for the uplift of this waste.

(c) Resources (Financial, Risks, Staffing and Property)

Financial:

There are no additional financial requirements associated with this report.

Staffing and Vehicles:

Approval and adoption of the proposed Kerbside Collection Policy will enable more efficient use of resources and delivery of the service in a safe manner.

Risks:

That inefficient practices identified jointly by the Waste Monitoring Team and vehicle crews are allowed to continue to the detriment of the service delivery and waste recycling and diversion targets

(d) Consultations

Kathryn Macpherson, Senior Solicitor, has been consulted and is in agreement with the legal implications.

6. CONCLUSION

- 6.1 The adoption of a Kerbside Collection Policy will ensure that the Council's Waste Management Team can rationalise the way that the service is delivered in line with the meaning of 'kerbside' thus ensuring efficient use of resources and delivery of the service in a safe manner.**

Author of Report: Steve Williamson, Waste Management Officer

Background Papers: None

Ref: SW/MAS/688116

KERBSIDE COLLECTION POLICY

1. KERBSIDE DEFINITION

1. Kerbside: on pavement (adjacent to a roadway) or on the roadway at the curtilage boundary, with the wheeled bin handles facing toward the road.
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.
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 and passing places for the above vehicles, i.e. a minimum of 3 metres. 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.
4. Reversing of vehicles to collect waste is prohibited unless in approved exceptional circumstances.
Minimum requirements for approval are those in 3 above plus:
 - an area of at least 3 metres in length and 3.5 metres in width 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.
5. 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 the current situation.
6. Where situations dictate inordinate travel distances on single track roads, with more than one house or trade premise, that the Director has delegated authority to stipulate the designated collection point for these premises.

2. LEGAL DUTY

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

3. SERVICE PROVIDED TO DOMESTIC PROPERTIES

1. On the kerbside recycling scheme

Container	Quantity	Purpose	Collection Frequency	Day
240 litre wheeled bin	1	Residual Waste	Alternate fortnightly	Monday-Friday
240 litre wheeled bin	1	Green Garden Waste	Alternate fortnightly	Monday-Friday
40 litre box	2	Paper/Cans/Glass bottles	Weekly	Monday-Friday

2. Not on the kerbside recycling scheme

Container	Quantity	Purpose	Collection Frequency	Day
240 litre wheeled bin	1	Residual Waste	Weekly	Monday-Friday
40 litre box and or geopoly sacks	As requested	Recyclable waste storage and transport	Taken to recycling facility by householder	n/a

Exceptions to the above are:

- Where households are fully recycling and they cannot accommodate their residual waste in 1 x 240 litre bin due to the family size (5 or more) and/or with more than one child in nappies the 240 litre wheeled bin may be exchanged for a 360 litre bin. Annual checks are made to ascertain the current situation.
- Where medical conditions dictate that 1 x 240 litre bin is of insufficient size, then an additional 140 litre bin may be made available. Annual checks are made to ascertain the current situation.
- 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 in a communal area for use by all residents.
- Christmas/New Year arrangements may differ from the norm and residents should note information in their local press or the Council's web site.

4. SERVICE PROVIDED TO COMMERCIAL PREMISES

Container	Quality	Purpose	Collection Frequency	Day
140 to 1280 litre wheeled bin by arrangement	By arrangement	Residual Waste	Twice weekly or by arrangement	Mon-Fri
240 litre wheeled bin	1 set of three or by arrangement	Green, Brown, Clear glass bottles	Weekly or by arrangement	Mon-Fri
140 to 1100 litre wheeled bin or handball by arrangement	By arrangement	Paper and Cardboard	Weekly or by arrangement	Mon-Fri
40 litre box	1 set of two or by arrangement	Paper/Cans/ Glass bottles	Weekly or by arrangement	Mon-Fri

Exceptions to the above are:

- 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.
- Where it is not practicable to offer a twice per week uplift in remote areas, containers of double the required capacity will be provided at the same cost.
- Although the standard agreement offered is that of a twice weekly collection, variations to this can be provided by arrangement including weekends.

5. BULKY HOUSEHOLD WASTE

Contact Details

We offer a Bulky Waste Collection Service for domestic properties. This service is provided at a nominal cost (published each year) per uplift for items which are in excess or too large for your wheeled bin.

Fridges, freezers, cookers, washing machines and tumble dryers are uplifted free of charge.

If you would like to book a bulky uplift:

Telephone: 01343 557073

Hours: 8.45am – 5pm Monday to Friday

Email: 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.

What we do collect

All items of free standing furniture
All domestic electrical appliances
Carpets, rugs, vinyl, bedding ,etc
General waste – non recyclable, max 10 bags

What we won't collect

Any liquid in containers (e.g. cans of paint)
Materials from house improvements/renovations
(e.g. asbestos, bathroom suites, cement blocks, central heating boiler or radiators, doors, fitted kitchens, fuel tanks, gas cylinders, glass, large planks of wood, plasterboard, skirting boards, storage heaters, window frames)

Garden materials
(e.g. earth or turf, garden sheds or greenhouses, hedging, trees)

Car parts
Recyclable waste
Pianos
Mirrors
Windows

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 crew will not enter your premises for the goods.

6. SERVICE STANDARDS

What the Council will provide

- We will provide a weekly collection service for residual waste to households not on the kerbside recycling scheme.
- We will provide an alternate fortnightly collection service for garden and residual waste to households on the kerbside recycling scheme.
- We will provide a weekly collection service for dry recyclable waste for households on the kerbside recycling scheme.
- 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 Kerbside Definition para 5).
- 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.
- 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 your 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 brown 240 litre wheeled bins for garden waste for those who generate more garden waste than can be accommodated in one bin.
- We will provide free additional 40 litre boxes for dry recyclable waste if requested.
- Any additional bins and boxes will be delivered within ten working days.
- When an assisted collection is requested, we will undertake an assessment within five working days.
- Only containers which have been supplied by the Council will be serviced.

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.
- 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.
- 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
 - ✓ Garden waste in the brown coloured bin
 - ✓ Paper based products in the blue box
 - ✓ Glass bottles and cans in the orange box
 - ✓ Paper and cardboard in the bin stickered as such or the blue coloured wheeled bin (traders)
 - ✓ Glass bottles in their separate colours in the individual wheeled bins (traders)
- 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.