



DEVELOPMENT AND INFRASTRUCTURE SERVICES

Three Weekly Refuse Collection

Operational Service Procedure

Author	Amenity Performance Manager
Owner	Head of Roads & Amenity Services
Date	June 2016
Version	1.2

1. Objectives

Argyll and Bute Council is committed to increasing recycling

By recycling more we are helping to save the planet's natural resources, save energy, reduce landfill costs and reduce the effects of climate change.

2. Introduction

From date tbc for launch we will operate a new waste collection model for householders which has an even greater focus on our key priority – recycling.

We will now collect general waste (the green bin) on a three-weekly basis and recyclable waste (blue bin) fortnightly. Where we collect food waste and glass we will continue to collect at the published frequency.

This document sets out our procedures and the standards we expect to achieve for our residents.

Public Health

We sought public health advice from the Scottish Environmental Protection Agency (SEPA) when we were thinking about a three-weekly model. They advised us and other councils that there should not be any increased risk to public health as long as the existing common sense standards are followed: wrapping waste and keeping the lid of your bin firmly closed.

3. Wheeled bin identification

Our waste team needs to be able to identify which bin belongs to which property so that we can track and monitor waste collections and identify where improvements can be made. We would encourage people to clearly mark their bins with their house name or number within two months of the new waste collections starting.

4 Green bins for general household waste

Green bins are for household waste that cannot be recycled in any of the other bins we provide.

Every household gets one green (general waste) bin.

5. Blue bins for mixed dry recyclables

We provide a blue bin for mixed dry recyclables. This bin can either be 140 or 240 litres depending on what the customer needs.

Mixed recyclables are:

- paper
- cardboard
- aluminium cans
- tins
- plastic cartons.

The blue bin is not for glass, food waste or polyethene wrap or carrier bags.

Further information on what may be recycled can be found on the council website at:

www.argyll-bute.gov.uk/planning-and-environment/recycling

6. Grey bins for glass

Where we are able to collect glass we provide a grey bin.

We can't provide this service across all of Argyll and Bute because it just isn't cost effective to do so, but we do provide customers with another option. You can take your glass to a number of bottle banks or to your local civic amenity site.

Information on where these sites are is also available on the website at:

www.argyll-bute.gov.uk/planning-and-environment/recycling

Only glass bottles and jars can be recycled.

Other glass items don't break down in the same way so can't be recycled.

7. Green caddies for food waste

In Helensburgh and Lomond we also provide a caddy (small bin) for food waste. This is a government requirement due to the population in Helensburgh.

You need to use bin liners in the food waste bin; these can be sourced from the Civic Centre, Helensburgh Library and the Victoria Halls.

Like the glass collections we can't provide this service in the rest of the area because the rural geography makes it both impractical and very costly.

8. Nappies and other sanitary items

We would ask people, in the interests of hygiene, to take a common-sense approach to binning nappies and other sanitary items by securely bagging them before placing them in their green bin.

9. If your bin is lost, stolen or damaged

If we damage any of your bins in the course of our work then we will, of course, repair it where possible or replace it if necessary.

If your green bin is lost or damaged you will have to pay to have it repaired or replaced.

We will repair or replace any lost, stolen or damaged recycling bin free of charge. We don't charge for this because we want to maximise recycling and reduce the amount of waste going to landfill.

10. Putting your bins out

On your scheduled collection day we would ask that you put your bin out at the kerbside by 6am in Helensburgh, Oban and Dunoon and by 7.30am in all other areas, with the lid properly closed.

Please try and put your bin at the side of the footpath so it isn't causing an obstruction.

If your bin is found to be repeatedly causing an obstruction we'll give you a call to see if there is any way we can help you put your bin out safely.

We would ask people to put their bins out in the morning rather than the night before but understand that this may not be possible for everyone.

Our waste teams start work early to get round their routes; if your bin isn't out in time they won't have time to come back for it later.

If your bin is overloaded then we won't be able to empty it. If it's too heavy our waste team could hurt themselves moving it and it could damage the lifting machinery on the bin lorry.

Extra waste will also fill the lorry up quicker, meaning there is no room for other peoples' bins to be emptied.

We would ask that our customers be considerate and not overfill their bins. For the same reasons we will not take additional waste left in boxes, bin bags etc. at the side of the bin.

If your collection day needs to change we will put information out well in advance.

11. Collections on unadopted roads

We will collect bins from unadopted roads providing that the road is safe for the bin lorry.

The driver will decide on the day whether the road is safe.

If your road is found not to be safe then we will arrange with you a suitable collection point, most likely at the end of your road where it joins the public highway.

12. Contaminated bins

Contaminated means that the recycling bin has items in it which can't be recycled. We can't take bins with non-recyclable items because the entire lorry load would then be rejected when we take it to the recycling plant, meaning it would have to go to landfill, defeating the purpose and incurring a hefty charge to the council.

The more fines we get for contaminated lorry loads and the more we have to pay in landfill costs the less money we have to deliver other council services that people rely on.

If your bin is contaminated we will put a tag handle to let you know. We would ask that you remove the offending items before next putting your bin out.

13. Assisted collection

Some people may be physically unable to put their bins out safely. If you are someone who struggles with your bin then we have a service to help you.

Please call 01546 605514 and speak to one of our helpful customer service agents about an assisted collection service. Once you fill in an application one of our officers will visit you and see what they can do to help.

If it's found that you do need a little extra help we'll agree with you a suitable location for your bins to be emptied from and returned to. To make sure everything is operating as it should do and you're getting the help you need, we'll review this on an annual basis.

Of course if you have any problems before your annual review please don't hesitate to get in touch with us.

14. Other options

Other options for residents include:-

You can also take your waste to any of our civic amenity sites. Often people will do this when they have a lot of extra waste coming from a clear out, garden work etc.

Going to the recycling pages on the council website shows the location of the sites:

www.argyll-bute.gov.uk/planning-and-environment/recycling

You can also arrange a special uplift, which comes at a cost because it is an additional service. Please call 01546 605514 to arrange this.

15. Service Disruptions

If we are having any problems emptying your bin then we'll let you know through our website, Facebook and Twitter.

Disruption can be caused by the weather, road closures, vehicle breakdowns and other circumstances outwith our control.

If a scheduled service is disrupted we would ask you to put your bin out for 6am the next day (even if the next day is a Saturday) until advised otherwise.

16. Second green bins

We don't encourage the use of second green bins because our focus is on recycling, however, we understand that, for some people, a second general waste bin may be needed.

You can apply for a second green bin by calling our helpful customer service staff on 01546 605514. If your enquiry can be dealt with over the phone it will be but if not then one of our officers will visit you and see what we can do to help.

If you are eligible for a second bin then this will be provided free of charge.

Generally speaking we will consider a second green bin if:

- There are five or more people in your household
- Someone in your household has a medical condition which means more waste is generated

Your second green bin will be identified as such by a red lid.

We'll review this on an annual basis to make sure your second bin is still needed. If it's found that your second green bin is being used for recyclables rather than general waste we will remove it and encourage you to use your blue bin for recycled material.

If you feel your current 140litre green bin isn't big enough we will provide you with a 240litre one instead.

17. Home composting

We would encourage people to compost suitable garden and uncooked vegetable waste. More information on home composting is available at:

www.argyll-bute.gov.uk/content/home-composting-advice

18. Commercial waste

We collect commercial waste but charge for it. This is because commercial properties don't pay council tax.

More information on this is available on our website at:

www.argyll-bute.gov.uk/forms/commercial-waste-enquiry-form

Like householders, we would encourage businesses to recycle their waste where possible.