



WASTE & RECYCLING SERVICE STANDARDS & POLICIES

January 2020

Introduction

This document provides details of Dundee City Council's service standards and associated waste policies for providing domestic and commercial recycling and refuse collections.

The principal aims of this document are to:

- Inform householders and commercial customers of the standard of service they should expect from the Council's Neighbourhood Services and of the obligations of the householder/commercial operator to store and present their waste correctly ;
- Outline the Council's commitment to maintaining safe and efficient recycling and waste collections;
- Align with the aims and objectives of the Council's Waste Strategy Action Plan 2020-2025;
- Ensure that the Council's services continue to contribute to the aims and objectives of the Scottish Government's Zero Waste Plan and comply fully with the Waste (Scotland) Regulations 2012 and the requirements of the Charter for Household Recycling in Scotland 2016.

1. Household Service Provision

1.1 The household collection services provided by the Council are outlined below

Kerbside service provision:

- **Residual Waste** - GREY wheeled bin
- **Paper and Card** - BLUE wheeled bin
- **Metal, Plastic and Cartons** - BURGUNDY wheeled bin
- **Glass** – on-street GREEN LIDDED containers/local bring site provision
- **Food Waste** – GREEN AND BLACK caddy
- **Garden Waste (chargeable service)** - BROWN wheeled bin

Flatted property provision is based on local suitability with one of the following options:

- **Eurobins** - Kerbside collections of residual waste and recyclates from on-street communal Eurobins (lid colours as specified above for kerbside provision)
- **Wheelie Bins** - Kerbside collections of residual waste and recyclates from either communal or individual wheelie bins sited in storage areas/rear yard.
- **Bring-To Sites** - Where properties are entirely unsuitable for kerbside provision residents can bring their recycle materials to a network of bring-to facilities.

Full details relating to which refuse and recycling service types are available at each property are available on our website: http://www.dundee.gov.uk/forms/wastemgt_calendars.php

1.2 The collection service for household waste and recycling within the city is aligned both to the Waste (Scotland) Regulations 2012 and the national Code of Practice associated with the Charter for Household Recycling in Scotland.

1.3 The Council operates two Household Waste & Recycling Centres (HWRCs) at Baldovie and Riverside, each accepting a wide range of materials (including bulky items). Full details of the locations, opening times and materials that can be taken to each of the recycling centres are available on the website: <http://www.dundee.gov.uk/environment/recyclingcentres/>

1.4 Public Recycling Bring Sites for mixed paper & card, glass, and mixed metals, plastics and cartons are sited across the City. Full details of the locations and types of material that can be recycled at these centres is available on the website: <http://www.dundee.gov.uk/environment/recyclingpoints>

2 Collection service principles – presentation, storage and uplifts

- 2.1 Collection dates for all kerbside services will be detailed on a collection calendar which is published in December each year and can be found on our website: http://www.dundeeccity.gov.uk/forms/wastemgt_calendars.php
- 2.2 Households will receive written communication about any planned changes to collections.
- 2.3 Where it is known to the council that service disruption may occur (e.g. in areas where building works, road repairs etc. are scheduled and/or full vehicular access to a particular area is to be temporarily compromised), Council staff will ensure:
- An appropriate service provision is developed for use during this period;
 - That this system complies with all relevant route risk assessments
 - That this system has minimal impact on the householder (insofar as this is possible)
 - That householders are informed of such temporary changes in advance of the planned variation.
- 2.4 Householders must place their refuse and recycling in the appropriate designated container. Only containers approved by Dundee City Council will be emptied. This is in order to ensure that the containers are compatible with the lifting equipment on the refuse collection vehicles and to meet relevant health & safety standards.
- 2.5 Householders cannot put the following items in their general waste bin:
- hot ashes,
 - builder's rubble,
 - garden soil & stones
 - large solid objects,
 - compressed gas canisters,
 - electrical items,
 - paint,
 - carpets,
 - furniture,
 - hazardous or corrosive substances.
- Further information on the items which cannot be put into general waste bins and what should happen to these materials can be found on the website - <https://www.dundeeccity.gov.uk/recycle-for-dundee>
- 2.6 Householders cannot present refuse or recycling materials for collection in any other container (for example sacks or cardboard boxes) or out-with their designated collection day.
- 2.7 Only refuse and recycling materials presented in their designated containers at the standard collection point will be emptied by the collection crews.
- 2.8 All appropriate containers must be presented at the designated collection point on the scheduled day of collection.
- 2.9 Unless otherwise agreed, the designated collection point is at the kerbside, adjacent to the front of the property where the container can be easily seen from the road and is not causing an obstruction. In the event of this not being practicable or safe an alternative suitable location will be specified and appropriate information will be provided to the households. In determining new collection points for those affected properties, consultation may take place with the households concerned where appropriate.
- 2.9 If the designated collection point is within the grounds of a property it is the responsibility of the property owner or management company to arrange appropriate access before collections can be made.

- 2.10 For properties that cannot be serviced via typical collection methods, collections are adapted to ensure the full range of services is made available where practical. If the Council are unable to provide kerbside services due to restricted or unsuitable access, or for health and safety reasons, services are typically offered by means of public bring site(s), or road-end collections.
- 2.10 Containers should be placed at the kerbside by 7.30am on collection day. Collections can take place at any point between 7.30am & 3.30pm and the exact time of collection may vary on each collection date. Householders should leave any unemptied containers at the collection point until the end of the collection day at 3.30pm.
- 2.11 Once the refuse or recycling containers have been emptied, the Council will return the container(s) to the agreed collection point, taking care to be neat and avoiding blocking access or causing a nuisance to other road & pavement users.
- 2.12 It is the responsibility of the householder to retrieve the container after collection and return it to the property or designated storage area. Bins should be returned as quickly as possible to prevent obstruction. Where it is established that this service standard is repeatedly being ignored enforcement action will, if necessary, be considered. The Council will not be held responsible if a bin causes damage to property or injury to people as a result of being left out-with the curtilage of the property out-with the designated collection day.

3 Container types

- 3.1 The Council assesses the appropriate container type, size and number required for each household based on the allowances specified in the Charter for Household Recycling in Scotland and the associated Code of Practice. This could lead to households having their own individual containers, sharing containers or a combination of both.
- 3.2 The Council takes into consideration the following factors when determining the appropriate type, size and number of containers required for each household:
- House type
 - Health and Safety requirements
 - External storage space
 - Accessibility
- 3.3 The Council will periodically review container provision to ensure that it is appropriate and adequate for householder requirements.
- 3.4 Households will be responsible for the individual container(s) issued and these should remain with the property. Householders can identify their containers and take adequate precaution to prevent theft and arson.
- 3.5 Where households share communal waste and/or recycling containers that are kept in a bin storage area, in a fixed position on the pavement or in the channel of a road, householders will not have to move or present the containers. It will be the responsibility of the Council to empty the containers and replace them to their original location.
- 3.6 Where bins have been damaged or stolen, householders can order a replacement via the website: https://www.dundee.gov.uk/forms/wastemgt_bins.php Delivery of replacement containers will endeavour to be made within 21 days.
- 3.7 Collection operatives have a duty to report any damaged containers caused through the operation of collection. On such occasions, operatives will notify the householder of the damage or loss via calling card and will arrange a replacement bin to be delivered as soon as practicable.
- 3.8 The waste team provides advice on the size, type and number of waste and recycling containers required for domestic housing and commercial premises prior to construction or redevelopment. The

proposed waste and recycling provision aligns with the Council's waste and recycling collection strategy.

In addition to this, advice is provided on bin recess layout(s) to ensure all containers can be accommodated safely and accessed by service users and collection operatives. Advice is also provided for road layout(s) in relation to safe vehicular movement (ingress/egress) to facilitate the safe collection of containers. Priority is given at all times to the safety of the public and manual staff involved in the container collection operation.

4. Missed Collections

- 4.1 Collection errors or other conditions beyond the Council's control such as road closures or adverse weather can result in service disruption or missed collections.
- 4.2 Bins should be presented at the kerbside or agreed collection point by 7.30am on the scheduled collection day. A missed collection relates to bins not being uplifted by 3.30pm on the date advertised on the published schedule.
- 4.3 Missed collections should not be reported until after completion of the crews working day at 3.30pm on the scheduled date of collection.
- 4.4 The Council will not return for bins missed due to late or incorrect presentation. In these circumstances householders will be required to return the refuse and or recycling containers to their property until the next scheduled collection.
- 4.5 Householders should report a missed bin collection via https://my.dundee.gov.uk/service/Bin_Collection_Problem_Report_It or by calling 01382 433710. In such circumstance the Council will aim to collect within 48 hours from the original collection date and the Customer should leave their wheeled bin out at the kerbside for 48 hours after the time of normal collection and the Council will endeavour to return and empty the wheeled bin. If bins are not collected within this time, please refer to <https://www.dundee.gov.uk/service-area/neighbourhood-services/environment/reporting-missed-bin-information> for updates.
- 4.6 If the contents of wheeled bins are not uplifted due to waste being tightly lodged, the contents will not be collected until the next scheduled collection day. The Customer must ensure that the waste is freed or dislodged before re-presenting.
- 4.7 If wheeled bins are inaccessible, or the passageway is determined as having the potential to cause risk or harm to the health of Council employees, then the waste will not be collected and the Customer shall be required to ensure that the hazards are removed or conditions improved before the next scheduled collection.

5 Excess waste & additional capacity

- 5.1 It is recognised that there will be some households where circumstances dictate the generation of additional waste streams and in such circumstances the following shall apply:
 - Additional recycling capacity shall be provided, subject to the agreed collection point not being deemed unsafe due to the volume of containers presented for collection;
 - Additional garden waste bins shall be provided upon the purchase of a valid permit for these containers;
 - Additional general waste capacity shall be provided only where medical or household capacity criteria are met.
- 5.2 Where a significant number of additional bins are requested a visit may be undertaken by an Operations Supervisor to determine the most appropriate collection model for that particular property.

- 5.3 Medical conditions that will be considered for additional general waste capacity will be ones where hygiene wastes and clinical waste are likely to be generated.
- 5.4 If there are 6 or more permanent residents or 2 or more children in nappies within the property, the Council shall undertake an assessment of the waste provisions for that property in line with the requirements of the Charter for Household recycling in Scotland and its associated Code of Practice. If the Council assess that the Householder requires additional capacity for non-recyclable waste they shall deliver either an additional container or a larger container. 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 general waste shall be provided.
- 5.5 In all cases of requesting additional general waste capacity the householder will be required to complete an application form stating how they meet the required criteria for this additional capacity.
- 5.6 Any additional general waste container will 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.
- 5.7 Any additional general waste capacity provided shall be time-limited and a review shall be carried out at the end of the agreed time limit.
- 5.8 Separately collected side waste will not be uplifted alongside wheeled bins. Householders must place their refuse and recycling in the appropriate designated container(s).
- 5.9 Any additional waste presented alongside wheeled bins will be placed inside the emptied bin and left for the householder to present at the next scheduled uplift date and the bin tagged to notify the householder of this.
- 5.10 Any oversize items will require a bulky uplift (paid for service) or can be taken to the Household Waste Recycling Centres free of charge – see website for details - <https://www.dundee.gov.uk/services/bins-%26-recycling>
- 5.11 Overloading is where a container has been filled with waste to the point that it is too heavy or too unstable to be moved safely onto the bin lift or where the bin lid will not close. It is not possible to collect containers that are overloaded as this risks injury to staff and/or damage to refuse collection vehicles or the bins themselves. Any wheeled bin that cannot be moved by a single crew member to the point of collection will be deemed overweight and will not be collected. The bin will then be tagged to inform the householder of the reasons that waste has not been collected and informing the householder of the means of alternative disposal for any excess waste.

6. Contamination

- 6.1 In all cases, dedicated vehicles are used for each material stream to ensure the highest quality recycle collections are made and that no cross-contamination of waste streams occurs. Crews are instructed to collect solely the particular material or material mix as designated on their route.
- 6.2 Staff are trained to identify what materials are accepted for recycling and information is provided to householders via the website as well as by postal leaflet at the point of service introduction
- 6.3 Recycling bins are considered to be contaminated when they contain any waste or recycling materials other than those specified in householder communications and online information:
- BLUE Paper & Card bin – clean, dry waste paper and cardboard only
 - BURGUNDY Metals, Plastics & Cartons bin - clean steel and aluminium cans, plastic bottles, pots, tubs and trays and food & drinks cartons
 - GREEN Glass bin – all colours of clean glass bottles and jars only

- FOOD WASTE bin – all types of unpackaged cooked and uncooked food
- BROWN Garden Waste bin – grass cuttings, leaves, flowers, hedge trimmings, weeds and twigs.

Please refer to www.dundee.gov.uk/recyclefordundee for further information on acceptable materials

6.3 Contamination will be classed as indicated below:

- Severe contamination - many items that are unacceptable (over 50% of bin volume)
- Moderate levels of contamination - several items that are unacceptable (10-50% of bin volume)
- Low levels of contamination - very few items that are unacceptable (less than 10% of bin volume)

6.4 Contamination tags, stickers or hangers will be placed on designated container(s) if unacceptable materials are presented, notifying residents of the error.

6.5 In cases of low contamination the bin may still be emptied but will be tagged to advise the householder of the correct materials they should place in the bin.

6.6 In cases of moderate and severe contamination residents will be notified to remove the contamination and present their bin for collection on the next scheduled uplift date.

6.7 Continual contamination of designated containers will mean the designated container shall again be tagged and be followed up with a written communication delivered to the property (i.e. a letter or leaflet). Additionally an officer from the Council shall make contact with the household.

6.8 Where householders share communal recycling containers, the Council will work with householders residents and managing agents (where applicable) to raise awareness about this issue.

6.9 Where contamination of containers is an ongoing issue and attempts at householder engagement have not seen any improvement, the Council may remove recycling containers from that property/area and advise residents to make use of local bring sites for any recyclable waste.

7. Assisted collections

7.1 An assisted collection is the collection of a refuse container(s) by the collection crew from an agreed point at the householder's address and return of the said empty container(s) back to the agreed point.

7.2 The Council operates this collect and return service for people who are unable to present domestic bins out for collection. To qualify for the service, one of the following criteria must be met:

- Aged 70 or over; OR
- Unable to move the bin owing to illness or infirmity; OR
- Unable to access communal bins owing to illness or infirmity

7.3 Should an able-bodied person aged 16+ years be resident in the household, it is expected that the able-bodied resident present the refuse container(s) at their usual collection point.

7.4 The Council maintains an overall list of all households within the city requiring assisted collections. This list is regularly updated to ensure crews have accurate information at their disposal to enable them to undertake the appropriate collections. In order to undertake these updates, the Council may contact residents periodically in order to ascertain their ongoing requirement for the service.

- 7.5 The Council reserves the right to withdraw this service if it has reason to believe a resident is no longer eligible.
- 7.6 This service does not apply to food waste collections.
- 7.7 Householders who qualify can request an assisted collection online via this link:
http://www.dundeeccity.gov.uk/forms/wastemgt_assisted.php

8 Enforcement

- 8.1 Whilst Dundee City Council expects and encourages households to comply by presenting their refuse and recycling for collection in the containers deemed necessary for their particular premises, if persistent non-compliance is identified the Council will, if necessary, consider using formal powers in order to ensure compliance

9. Commercial Collections

- 9.1 All commercial organisations and traders have a statutory duty to ensure that the waste they produce is properly stored, then transported and recycled or disposed of by a licenced carrier, in a way that is not harmful to the environment, as specified with Section 34 of the Environmental protection Act 1990. This is commonly referred to as the "Duty of Care".
- 9.2 The Waste (Scotland) Regulations 2012 require all commercial organisations and traders which produce waste to take all reasonable steps to ensure the separate collection of recyclable wastes such as glass, metals, plastics, paper and card. The regulations also require food businesses to segregate food waste for separate collection unless less than 5kg of food waste is produced each week.
- 9.3 Commercial contracts will be agreed with each customer according to their requirements and the statutory duties applicable to them and a waste transfer note will be issued to that effect.
- 9.4 Missed collections should not be reported until after completion of the crews working day at 3.30pm on the scheduled date of collection. Customers should report a missed collection by calling 01382 433710 or emailing environment@dundeeccity.gov.uk In such circumstances crews will aim to return to collect any missed bins within 24 hours where practical. Where missed collection cannot be rectified within this timeframe, customers should refer to the next scheduled collection date
- 9.5 Only waste types and volumes specified within the agreed contract will be collected. Any excess waste presented will be notified to the Commercial Team via the area supervisor. Thereafter, the commercial team will make contact with the customer to determine the reasons for excess waste presentation and to make any necessary contract amendments. Should the Council have to remove the excess waste for environmental reasons, a charge will apply.
- 9.6 Customers with wheeled bins should ensure these are presented kerbside by 7:30am or as such other time as notified by the Council on the contracted collection day(s). Lids must be kept closed at all times and if a customer is securing bins with their own padlock and chain, this must be removed by the customer prior to uplift. Where necessary, collection arrangements of eurobins will be agreed with customer to ensure that containers are collected safely.
- 9.7 In the event that commercial recycling bins are found to be contaminated, the chargehand will report this contamination and leave bin unemptied. The Commercial Team will then contact customer to provide appropriate guidance.

10 Complaints

- 10.1 Householders who are dissatisfied with the service they receive in relation to their waste & recycling collections can make a formal complaint in person, over the phone on (01382) 433129 or via the Council website - https://my.dundee.gov.uk/service/Enquiry_Suggestion_Compliment_Complaint
- 10.2 Full details of the Council's complaints procedure, including types of complaint and target response times please visit <https://www.dundee.gov.uk/service-area/chief-executive/chief-executives-services/complaints-to-the-council>

11 Abandoned Vehicles

- 11.1 Abandoned vehicles have a major impact on the quality of life of local residents. They can be dangerous for children, pets and wildlife as well as having a detrimental effect on the environment, business, tourism and the local economy. They can contribute to fear of crime and a sense of neighbourhood decline.

To arrange the uplift and disposal of abandoned vehicles please visit the website - <https://www.dundee.gov.uk/forms/abandoned.php> or call (01382) 433129

12 Service standard response times

Category	Timescale
Missed domestic bin	Aim to collect missed bins within 48 hours from original collection date
Missed commercial bin	Aim to collect missed bins within 24 hours from original collection date
Replacement container	Delivery of replacement containers will endeavor to be made within 21 days.
Special collection	Date to be advised at point of booking – standard response time within 5 working days
Request for assisted collection	To be processed within 14 days
Uplift of abandoned vehicle	If deemed abandoned to be uplifted within 14 days