

Transport and Environment Committee

10.00am, Thursday, 12 November 2020

Waste and Cleansing Service Policy Assurance Statement

Executive/routine Wards Council Commitments	Executive All 23, 25, 27
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1. Recommendations

- 1.1 Transport and Environment Committee is asked to:
 - 1.1.1 Note that the current policies detailed in this report (Appendix 2) have been reviewed and are considered as being current, relevant and fit for purpose; and
 - 1.1.2 Approve the new policy relating to managed student accommodation.

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Executive Director of Place

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Report

Waste and Cleansing Service Policy Assurance Statement

2. Executive Summary

- 2.1 The report reviews and updates the Waste and Cleansing Service's customer facing policies in line with the Council's policy assurance procedures to ensure that these remain accurate and relevant and continue to support the efficient and equitable delivery of the front-line services.

3. Background

- 3.1 This report reviews and, where appropriate updates, the Waste and Cleansing Service's customer facing policies in line with the Council's policy assurance procedures.

4. Main report

- 4.1 The Waste and Cleansing Service's policies were last formally reviewed and approved by Transport and Environment Committee in May 2018, however the development of the garden waste service led to a review and changes to that policy in June 2019. Those changes are formally captured here.
- 4.2 Changes to the policy for household waste recycling centres were approved by Committee in [February 2020](#), and the policy has been updated to reflect these changes. Other amendments clarify aspects of site operation and which types of vehicle are not allowed.
- 4.3 Criteria and parameters for the siting of communal recycling and household waste bins were updated as part of the communal bin enhancement project and were approved by Committee in [February 2020](#). Those changes have been reflected in the Policy Assurance Statement.
- 4.4 Appendix 1 provides a summary of the changes to the Waste and Cleansing policies, while Appendix 2 outlines the policies themselves.
- 4.5 There have been some other minor changes to wording, e.g. because the Council no longer sends waste direct to landfill so this stream is now referred to as "non-

recyclable waste”, to improve the clarity of the policies and to prevent misuse of services.

Student Accommodation Policy

- 4.6 A new policy has been developed on provision of services to managed student accommodation. Student accommodation is typically profit-making during term-time but is also operated as profit-making short term lets at other times.
- 4.7 These premises receive a household waste collection as they are the main residence for their tenants outwith the three month summer vacation, but the Council receives no income from either the tenants’ or the operators’ towards the provision of waste collection services. This is increasingly problematic due to the growth in such property types.
- 4.8 This new policy clearly establishes a maximum service which can be provided, together with clear rules which will be applied. It protects the Council from providing further unpaid services particularly when the building is effectively operating as a hotel with significantly greater volumes of waste being generated, and clearly sets out the operators’ responsibilities.
- 4.9 This provision will continue to be kept under review and may change as the Council continues to develop its policies and procedures towards other types of short term lets.

Other Arrangements

- 4.10 The use of the special uplift service as an alternative to skip hire services has recently caused a number of problems and led to complaints. Due consideration will be given to whether the collection policy needs to be amended further to deal with those situations and a separate report would be brought forward in due course should this prove necessary.
- 4.11 Temporary changes are in place to the policies relating to the operation of household waste recycling centres and the special uplift service for bulky waste, because of COVID-19, and reference is made to these in the relevant policies.

5. Next Steps

- 5.1 Committee is asked to note the contents of the report. Any service changes resulting from the changes outlined here will be applied reactively in response to issues which arise, or as otherwise required.

6. Financial impact

- 6.1 There are no direct financial impacts resulting from this report.
- 6.2 Measures such as those outlined which support only appropriate.

7. Stakeholder/Community Impact

- 7.1 There are unlikely to be any significant further community impacts resulting from the changes outlined in this report, as most of the changes are relatively minor or have already been agreed elsewhere. In general terms, though, the policies as outlined are designed to support the delivery of efficient and equitable front line services.
- 7.2 Measures to avoid misuse of services support compliance with regulatory requirements as well as protect the Council's reputation. They also support the Council's objectives of preventing inappropriate disposal of waste and therefore encourage better management of resources and a reduction in carbon emissions.

8. Background reading/external references

- 8.1 None.

9. Appendices

- 9.1 Appendix 1: Waste and Cleansing Services Policies Review 2020: Summary of Main Changes
- 9.2 Appendix 2: Waste and Cleansing Service Policies Guidebook (February 2020)

Appendix 1 Waste and Cleansing Services Policies Review 2020: Summary of Main Changes

Policy	Changes	Pages
All policies	Landfill now referred to as “non recyclable waste” or energy recovery as appropriate.	
Kerbside Waste Collection Policies	<p>Various minor changes e.g. to wording or to make reference to separate garden waste policy. Most policies are not changed but those which have been are highlighted in yellow shade.</p> <p>Substantive changes:</p> <ul style="list-style-type: none"> • Removed charge for larger green kerbside bin; now available on request; • Removed charge for additional caddies, boxes etc; • Missed collections: extended the period during which customers can report. 	2-8
Communal Bin Collections	Updated to accommodate the planned development of the communal bin enhancement project and the siting parameters approved by Transport and Environment Committee, February 2020.	9-12
Special Uplift Policy	<p>Changed as follows:</p> <p>Introduced</p> <ul style="list-style-type: none"> • 5 working day booking; • Clarifies that service is available to places of worship and charities but emphasises it is chargeable, following questions which have arisen in relation to the similar garden waste charge; • Emphasises this is a household waste only service and we will decline commercial uplifts; • Refers potential customers to the website regarding which items might not be accepted for uplift; • Temporary changes to service related to COVID-19. 	13-14
Garden Waste Collection Policy	<ul style="list-style-type: none"> • Introduces collection for bowling clubs, etc. (Committee previously agreed this change) and notes the responsibility to remove bins from the street between collections; • Introduces requirement to notify of missing permits within 28 days of service commencement date to prevent abuse. 	15-18

Household Waste Recycling Centres	<p>Updated to reflect introduction of data capture measures to control abuse, and other changes agreed by Transport and Environment Committee in February 2020. Also improves clarity on types of vehicles NOT allowed and other generally minor changes.</p> <p>Highlights reuse as well as recycling on site.</p> <p>Temporary changes to service related to COVID-19.</p>	20-21
Collection and Disposal of Waste from Places of Worship	Introduced paragraph to deal with situations where the Council cannot provide a free service. This is to prevent abuse of communal bin service; previously raised by Enforcement staff that policy was unclear.	22
Collection and Disposal of Waste from Charities	Introduced paragraph to deal with situations where the Council cannot provide a free service. This is to prevent abuse of communal bin service; previously raised by Enforcement staff that policy was unclear.	23
Trade Waste Collections	No changes	24
Managed Student Accommodation	New policy to deal with commercial abuse of service while wider policies on short term lets are developed.	25
Waste from Council Premises	Not changed	25
Provision of Service to New Housing Developments	Minor text change.	26-27
Litter Bin Siting Policy	Updated recycling section to deal with impact of Deposit Return Scheme (DRS) for drinks containers and subsequent changes to waste streams.	28-31

Appendix 2 Waste and Cleansing Service Policies Guidebook (February 2020)

The following information summarises the Waste and Cleansing Service policies which we use to operate our services.

These will be reviewed and, where appropriate, updated annually.

Domestic Waste Policies

	Page
Kerbside Waste Collection Policies (Household Waste)	2
Communal Bin Collections (Household Waste)	9
Special Uplift Policy	13
Garden Waste Collection Policy	15
Household Waste Recycling Centres	19

Other Policies Related to Household Waste

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Collection and Disposal of Waste from Places of Worship	21
Collection and Disposal of Waste from Charities	22

Trade Waste Policies

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Trade Waste Collections	23
Managed Student Accommodation	23
Waste from Council Premises	24

Other Policies

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Provision of Service to New Housing Developments	25
Litter Bin Siting Policy	27

KERBSIDE WASTE COLLECTION POLICIES (Household Waste Only)

The following policies all relate to the collection of waste and recycling at the kerbside. These assume provision of the mixed bin recycling and recycling box service alongside separate facilities for residual (non recyclable) waste and food recycling.

Policy on the Provision of Kerbside Waste Containers

The standard kerbside collection service provided will consist of:

- 240 litre GREEN bin for mixed recycling (paper and card, mixed plastics, cans and tins, empty aerosols and clean foil);
- 33 litre BLUE box for segregated recyclable materials (glass, batteries, textiles, small electricals);
- 23 litre GREY bin for food recycling;
- 240 litre BROWN bin for garden waste recycling (this is a chargeable service and provision of this bin is optional);
- 140 litre GREY bin for residual (non recyclable) waste.
- Smaller (140 litre) green and brown bins are available on request.
- Food collections take place weekly;
- Mixed recycling and residual (non recyclable) bins are collected two weekly.
- Blue recycling boxes are collected two weekly;
- Garden waste bins are collected as outlined in the Garden Waste Collection Policy;
- Larger green and grey bins are available only in specific circumstances outlined below.

Alternative services will only be offered where the standard kerbside or communal collection systems cannot be provided.

All containers (including bins and recycling boxes) are the property of the Council; if a bin or other container is lost or requires replacement, and you request a replacement by phone or online, we aim to replace this within 10 working days. We may in some circumstances request additional information to support your request.

Please note that if the bin is damaged we reserve the right to carry out a repair of the existing bin where this is possible. If the bin is lost or stolen we may require you to provide a Crime Report number from Police Scotland.

ADDITIONAL CAPACITY

GREY (NON RECYCLABLE WASTE) ONLY:

The grey non recyclable waste bin is provided for the disposal of household waste which cannot be recycled. The standard capacity provided is 140 litres per household. A larger 240 litre bin is available where there is a genuine need, i.e.:

- 5 or more permanent residents in household;
- 2 or more children aged 3 years or under;
- A medical condition which results in the generation of additional waste;

- Other households are required to use the standard 140 litre bin.
- **THE LARGER BIN IS 240 LITRE; A 360 LITRE BIN MAY ONLY BE PROVIDED IN EXCEPTIONAL CIRCUMSTANCES**

GREEN (MIXED RECYCLING)

- A larger (360 litre) green mixed recycling bin is available on request

BLUE BOXES AND FOOD CADDIES

- Up to two food bins and blue boxes can be uplifted from each household.

BROWN (GARDEN WASTE RECYCLING):

A larger garden waste bin is NOT available due to the weight of the materials. Additional garden waste bins are available on request. There is no charge for supplying the additional bins, but there is a charge for the garden waste collection service itself so additional bins do cost more. Please refer to the separate Garden Waste Collection Policy.

Shared Recycling Bin Policy

In some blocks of flats, and other properties, there may be insufficient space to accommodate the full range of individual waste and recycling bins. This should only apply to older buildings- all new buildings should be designed to accommodate the full range of services.

Where this is the case we may offer shared bins.

In some cases we may offer each resident their own non recyclable waste bin, and offer shared recycling bins. In other cases it may be necessary to offer shared bins for both services.

The examples below show how officers assign bins to blocks of flats which previously had green bins under the red and blue box recycling service, but may not have enough space to accommodate the full range of bins under the new service. This list is not intended to be exhaustive, and other options may be offered.

A typical household will be receiving 240.5 litres per week on the new service (excluding garden waste). The previous service was 198 litres per household per week.

In every case shown the capacity provided each week has increased compared with the previous situation. However two options are provided for 6 in a block to minimise the drop off in capacity.

Standard Service (Per Property for comparison of litres provided):

	Grey 140l Non Recyclable	Green 240l Recycling	Blue Recycling	Food Recycling	TOTAL (litres per household per week)	TOTAL (Bins)
Bins (+boxes)	1	1	1	1		
Litres/hh/wk	70	120	27.5	23	240.5	

The capacity above applies regardless of whether garden waste service is provided; garden waste will already be in place if relevant.

Block Of 4 (Sharing):

It is assumed that in most cases blocks of 4 will **NOT** be sharing. The following is provided only for situations where this resolution cannot be achieved.

	Grey 140l Non Recyclable	Green 240l Recycling	Blue Recycling	Food Recycling	TOTAL (litres per household per week)	TOTAL (Bins)
Bins (+boxes)	4	3	4	4		7+8 boxes
Litres/hh/wk	70	90	27.5	23	210.5	

The capacity above applies regardless of whether garden waste service is provided; garden waste will already be in place if relevant.

Block of 6 (Sharing):

This provides 2 options depending on the amount of space available. In each case, residents have 1 non recyclable waste bin each (as well as recycling boxes and food bins) but share either 5 or 4 recycling bins.

	Grey 140l Non Recyclable	Green 240l Recycling	Blue Recycling	Food Recycling	TOTAL (litres per household per week)	TOTAL (Bins)
Bins (+boxes)	6	5	6	6		11 +12 boxes
Litres/hh/wk	70	100	27.5	23	220.5	

The capacity above applies regardless of whether garden waste service is provided; garden waste will already be in place if relevant.

	Grey 140l Non recyclable	Green 240l Recycling	Blue Recycling	Food Recycling	TOTAL (litres per household per week)	TOTAL (Bins)
Bins (+boxes)	6	4	6	6		10 +12 boxes
Litres/hh/wk	70	80	27.5	23	200.5	

The capacity above applies regardless of whether garden waste service is provided; garden waste will already be in place if relevant.

Block of 8 (Sharing):

	Grey 140l Non Recyclable	Green 240l Recycling	Blue Recycling	Food Recycling	TOTAL (litres per household per fortnight)	TOTAL (Bins)
Bins (+boxes)	8	6	8	8		14

						+16 boxes
Litres/hh/wk	70	90	27.5	23	210.5	

The capacity above applies regardless of whether garden waste service is provided; garden waste will already be in place if relevant.

Contamination Policy

- The kerbside recycling bin (green) is provided for the collection of the following specific materials only:
- Paper and cardboard, clean plastic bottles, pots, tubs and trays, clean cans, tins, foil and EMPTY aerosols. All items must be placed clean and loose in the bin. Plastic bags are not accepted.

- The kerbside recycling box (blue) is provided for the collection of the following specific materials only:
- Glass bottles and jars, small electrical items such as toasters, kettles, etc, small batteries (in a clear bag) and textiles (presented in a bag in or beside the box- black bags are not accepted).

- The food bin (23 litre grey bin) is provided solely for the recycling of cooked and uncooked food. Materials must be wrapped in a compostable liner, old newspaper or a plastic bag inside the food bin (e.g. a bread bag; black bags are not accepted).

- The garden waste bin (brown) is provided solely for the recycling of compostable garden waste. All items must be presented loose in the bin. Bins containing plastic bags and other materials will not be collected. **Please refer to the separate Garden Waste Collection Policy.**
- The non recyclable waste bin (140 litre grey) is provided solely for the disposal of household waste which cannot be recycled in one of the recycling collections.
- Other items presented in these containers will result in them not being collected. In this event it is the responsibility of the householder to remove the incorrect items, and present the bin or box on the next collection day.

Where genuine mistakes are made we will seek to engage with the householder and resolve this.

Where a householder continues to contaminate a recycling bin, and does not engage with staff to resolve this, the recycling service will be withdrawn and enforcement action may result in some circumstances.

Excess Waste Policy

All bins must be presented at the kerbside with lids closed and no extra waste presented alongside, with the following exceptions:

- Large cardboard boxes which do not fit in the recycling bin (e.g. television boxes) may be presented alongside the recycling bin. All such boxes should be empty of all other materials and presented flat in such a way that they do not blow away, e.g. between the bin and a fence or hedge.
- Textiles should be presented in a sealed clear or coloured plastic bag - black bags are not collected; textile bags may be presented in or beside the recycling box.
- No other loose or bagged waste will be collected.
- Glass, household batteries and small electrical items must be presented in the recycling box, with the lid provided securely attached.

Presentation of Waste Policy

- All waste must be presented in the containers provided, or in line with the excess waste policy.
- Waste bins and containers must only be presented on the day of collection and should be removed as soon as possible after collection.
- Collection may take place at any time between 6 AM and 10 PM. Bins presented after 6 AM may not be collected and will not be covered by the Missed Collection Policy (below).
- All containers should be presented on the pavement outwith your property (except where an assisted collection has been arranged) and must be removed no later than 12 noon on the day following collection.
- On some occasions it may be necessary to agree a presentation point with you. This is a special location where it is agreed that you will present your bins – this will be employed in specific circumstances such as limited access, unsurfaced rural roads, etc.
- Our crews will endeavour to return bins and other containers to the point they take it from.

Assisted Collection Policy

- Assisted collections are available where all members of a household are unable to present their bins due to a disability or medical condition.
- If you request an assisted collection we will visit you within 10 working days; if you are eligible for an assisted collection we will specify a collection point which is accessible to you and the collection crews.
- The collection point must be accessible to collection crews and not present a hazard (e.g. due to inadequate lighting, loose paving or other trip hazard). We are unable to hold keys.
- Collection crews will collect your bins from this point and return them to this point after collection.
- We will contact you regularly to check whether you still need the service.
- This will not usually take place more often than annually, except where a temporary assisted collection has been agreed for a shorter period.

Missed Collection Policy

- We will seek to collect all materials on the scheduled collection day.
- Where a collection is delayed as a result of severe weather, vehicle breakdown, etc, we will advertise this on our website and advise when the collection will take place (usually the following day).
- Where a collection is missed in error and this is reported by phone or webform we will ask that the customer leaves the bin out.
- You can report a missed collection from 10pm on the day of collection, for up to three working days after the collection was due. Reports after this time cannot be accepted as a missed collection.
- We will come back within two working days, (excluding Saturday, Sunday and some public holidays).
- Where the crew has reported a recycling bin as being contaminated, the bin will be tagged to advise the householder. In these circumstances, we will not return to collect the bin until the next collection.
- Where the crew records that the bin has not been presented, it must be presented on the next scheduled collection day. Crews will not return to collect the bin prior to this.

COMMUNAL BIN COLLECTIONS (HOUSEHOLD WASTE)

Communal bins may be provided as an alternative to individual bins where the design of the property makes the issuing or collection of household waste bins impractical.

- Bins are provided only for the disposal of general household waste and separated recyclable items.
- Large items such as furniture should be disposed of via Special Uplift or Household Waste Recycling Centres; where practicable reusable items should be donated to charity (more information is available from the National Reuse Hotline).
- Bins must be stored off street within the bin store, car park, etc. at all times, unless the bin has specifically been sited on the street by the Waste and Cleansing Service (e.g. in “traditional tenement” areas where there is no off street storage of waste).
- Bins will normally be provided for mixed recycling (paper and card, mixed plastics, cans and tins, empty aerosols and clean foil); glass, food and residual (“non recyclable”) waste.
- Bins will be emptied on a frequency that seeks to ensure they are not overfilled.
- Bins may be emptied on any day (including Saturday and Sunday) between the hours of 6 AM and 10 PM. Seven day access must be maintained. Safe access must be maintained at all times.
- Bins will be maintained regularly as required.
- Where bins are sited on private property it is the responsibility of the landowner to ensure that the property presents a safe working environment.
- The Waste and Cleansing Service will not be responsible for the upkeep and maintenance of any property where bins are sited, or any bin lift mechanism, etc.
- Where properties are not maintained to an adequate and safe standard, the Waste and Cleansing Service may in exceptional circumstances suspend collections until the defect is rectified. In these circumstances it will be the responsibility of the landowner or factor to arrange and pay for any additional collections which are required.

COMMUNAL BIN ENHANCEMENT PROJECT

During 2020 and 2021, a project is taking place to improve the siting of communal bins, realign the service to improve recycling performance and enhance the streetscape overall. This means that many on street bin sites will change. To support this new siting parameters have been agreed by the Transport and Environment Committee (February 2020).

As far as possible these will be applied to all locations, albeit there may be occasions where the layout of the street prevents these being met in full.

The **key priority** criteria which will be used are:

- Range of materials collected
- Capacity provided
- Walking distance to bins
- Road safety requirements and streetscape

Other parameters which will be used are:

- parking optimisation

- siting of bins versus properties

Capacity

The following table provides an outline of the capacities to be provided for properties serviced by communal bins. These will be used as the basis for siting decisions and numbers of bins.

	Proposed capacity per property per week	Kerbside service capacity per property per week	Code of Practice capacity per property per week
Non-recyclable waste	140/170L	70L	70L
Mixed recycling	140/170L	120L	120L
Glass	5-20L	20L	20L
Food waste	5-20L	23L	23L

(The service standard set out in the Scottish Code of Practice for Household Recycling and Waste Collection is also included for reference.)

In the case of the bulkier streams (non-recyclable waste and mixed recycling) the aim is to match or exceed the capacity provided to a householder receiving the kerbside collection service. More flexibility is designed into the service for glass and food waste taking into consideration the less bulky nature of these materials as well as the impact of the Deposit Return Scheme for drinks containers. However, the aim would still be to provide glass and food waste containers at each bin location.

The mixed recycling capacity represents an increase compared with the current capacity provided in most areas. The non-recyclable waste capacity is reduced to reflect this but is still significantly more generous than would be provided under the kerbside service, taking into account the particular characteristics of flatted properties (i.e. transient population, less ownership of a particular bin, lack of storage etc.).

Those two factors combined enhance the ability for residents to recycle conveniently while reducing the risk of overflow of non-recyclable waste when there is less engagement in the service.

Walking distance

One of the aims of the project is to reduce the number of bin locations while at the same time ensuring that the full range of waste and recycling services are provided at each location.

Reducing the number of locations in this way will mean that many people will need to walk further to dispose of waste and recycle.

There is a risk that in making people walk further there might be a barrier to segregating waste even with the increased recycling capacity and there is a risk for people with reduced mobility being able to use the service.

A balance therefore needs to be struck between these risks and the enhancement which the project will bring to the visual environment.

As far as possible bins will be sited in accordance with the “Mobility Component of the Personal Independence Payment” which is used by the Government to assess Mobility e.g. for Blue Badge access. This applies where a person cannot walk more than 50m.

Examples of circumstances where this might not be possible include main arterial routes, where bins have to be sited on side streets, however this would still be an improvement in most cases compared to the current situation.

For new developments, the present maximum walking distance for householder (from home to bin) must be no greater than 30 metres as per “Waste and Recycling - Instructions for Architects and Developers” and this will be maintained. This complies with:

- British Standard Waste Management in Buildings – Code of practice, BS5906:2005
<https://www.rbkc.gov.uk/pdf/BS5906-2005.pdf>
- “Making Space for waste – Designing Waste management in New Development – A practical guide for Developer and Local Authorities – Adept
http://www.lgcplus.com/Journals/3/Files/2010/7/14/ADEPTMakingspaceforwaste_000.pdf

Road Safety Requirements and streetscape

A range of parameters are used to site bins which ensure that road safety is not compromised. These include but are not restricted to:

- placing bin in locations where driver or pedestrian **visibility** is not affected. Bins should be positioned ideally 10 metres away from any junctions and pedestrian crossings.

- bins should preferably be located on the **roadway** not the footway. At some locations this is a significant change which takes into account the requirements of the Edinburgh Street Design Guidance which seeks to prioritise pedestrians over vehicles e.g. by reducing clutter and impediments on the footway. In addition, it seeks to declutter the visual environment and streetscape e.g. through the use of bin clusters at a smaller number of locations.

However, if this is not possible bins can still be sited on the pavement subject to factors such as width of pavement and distance left for wheelchair and pushchair users which should be a minimum of 2 metres.

- bin users should preferably not be required to cross a road to dispose of their waste and recycling. Every effort should be made to provide bins on the same side of the road as the users’ properties, unless a safe crossing place is nearby.

- bins should not be sited over manhole covers or other street furniture including gullies and other drains.

- bins should be located in such a way that the user is not required to stand in the flow of traffic in order to access the bin aperture.

Other parameters

Where a location is identified on the roadway where there is parking, as far as possible multiples of 5 metre stretches of parking will be used to guide the bin location to minimise any loss of parking spaces where that cannot be avoided.

ASSISTED COLLECTION STATEMENT (for communal bin areas)

- Assisted collections are available where all members of a household are unable to access their communal waste collection due to a disability or medical condition.
- If you request an Assisted Collection we will visit you within 10 working days; if you are eligible for an Assisted Collection we will specify a collection point which is accessible to you and the collection crews (e.g. at door to tenement on ground floor).
- We are NOT able to enter your property or communal stair
- We may need to visit you to confirm this.
- The collection point must be accessible to collection crews and not present a hazard (e.g. due to inadequate lighting, loose paving or other trip hazard). We are unable to hold keys.
- We will contact you regularly to check whether you still need the service.
- This will not usually take place more often than annually, except where a temporary Assisted Collection has been agreed for a shorter period.

SPECIAL UPLIFT POLICY (HOUSEHOLD WASTE)

Special uplifts are available only for household waste to uplift larger or other items not dealt with by routine waste collection services, such as mattresses, furniture and large household items. A charge is levied for these services.

We aim to offer you an initial appointment within 5 working days (Monday- Friday). There may be exceptions when this is not possible such as periods of very high demand or during the festive period when this service is suspended. If this appointment is too soon, we can offer a later one.

Where the premises are a place of worship, or a charitable premises in line with our separate policies on those properties, you can still use this service as outlined below, but will be required to pay the full amount.

Where we believe the service is being used to dispose of commercial waste we reserve the right to decline to provide the service; in this event any charges which have already been made for that uplift will be refunded.

Charges will be set annually and advertised on our website.

Where practicable arrangements should be made to **allow items to be reused. Support for this is available from the National Reuse Helpline, and further information is available from our website:**

www.edinburgh.gov.uk/bulkyuplifts

Additional charges:

There is a charge for each individual item uplifted. Up to 10 items will be collected per uplift.

Additional charges will apply for garden waste, rubble, tiles and plasterboard.

NOTE: As a result of COVID-19, there are additional temporary restrictions to this service. A maximum of 5 items can currently be uplifted. We are not currently able to provide collections of garden waste and building materials (rubble, tiles and plasterboard).

Items not covered by this service:

This service is provided for commonly disposed of large household items. Sometimes we might not be able to accept bookings for items due to size, what they're made of or because they need specialised treatment. More information about items we can't accept will be published on our website.

Presentation of items for Special Uplift:

Waste must be on the pavement in front of property by 7am on the specified day of collection.

Waste must not be presented at any other time. Staff will not normally be able to enter any property or building to uplift waste. Only those items specified at the time of booking will be uplifted.

Special Uplift assisted collections are available where all members of a household are unable to present their items due to a disability or medical condition but must be requested at the point of booking the uplift.

NOTE: Assisted collections for this service are temporarily suspended as a result of COVID-19.

Garden Waste Collection Policy Updated February 2020

Provision of Garden Waste Collection

- Our aim is to make the garden waste collection service available to as many households as is practicable, provided we are able to operate an efficient collection route and that it is operationally feasible to provide the service.
- This is not a statutory service; there is an annual charge for providing this service.
- The charge does not include the cost of composting the material collected.
- The service will operate every two weeks, and the collection dates will be advertised on our website. The service will cease for a period of 4 weeks (i.e. two collection cycles) in winter.
- A variation of the service is available on defined streets in the Colinton area. This service is provided by Tiphereth/Colinton Community Compost. Residents in those streets who register to receive a garden waste collection will receive the sack based service as provided by Tiphereth, and not the standard brown bin service provided by the Council.

Eligibility

- This service is provided for the collection of household waste.
- The Council does not operate a commercial waste collection service and commercial premises are not eligible to receive the service. Separate arrangements for bowling, lawn tennis and some other clubs are in place. We will contact you directly regarding these.
- Ambassadorial and other embassy premises may be eligible to receive the service but will be required to register and pay for it in the normal way.
- Places of worship premises may be eligible to receive the service but will be required to register and pay for it in the normal way
- Council premises who request the service will be able to do so but must register and pay for the service.
- Organisations who operate community gardens on Council premises may receive the service but must arrange this through the Council service (e.g. libraries, housing, etc.) who are responsible for that land, and they will be required to pay for the service.

Exemptions from Payment

- Some people do not have to pay to use the garden waste service, however they must still register to use the service using either their mygov account or one of the other registration routes.
- People who need to register for the service but **do not** have to pay for it are:
 - People who are in receipt of the welfare benefit Council Tax Reduction (previously called Council Tax Benefit)

- People who live in a household where someone is registered with Council Tax as being Severely Mentally Impaired
- People who receive the Council's Garden Aid service AND are also exempt from paying for it.

Paying for the service

- The annual charge covers a full 12 month period which runs from October to September. Collections will be suspended for a 4 week period (2 collections) in winter.
- The registration period for the year will take place in June/ July. If you subsequently join the service during a later registration period, you will still be required to pay the full annual charge.
- **Permits are issued prior to the advertised service commencement date. If you have not received your permit please notify us within 28 days of the advertised service commencement date.**
- You may register and pay for the service on behalf of someone else, e.g. a relative.
- We are not able to accept householders who wish to join the service outwith a defined registration period.
- The charge will apply per bin – you may sign up more than one bin. We will only empty bins which carry the relevant sticker to show that they have been registered.
- The chargeable service may be transferred to a new property subject to the new property being eligible to receive the service. It will be the responsibility of the customer to provide a minimum of six weeks notice of the change; the customer will be responsible for transferring the bin to the new location.
- If your new property does not receive the service (or is outwith the Council boundary) please leave the bin at the current address so that the new residents can use it for the remaining period.
- If you wish to share a bin with a neighbour, or neighbours, only one person should sign up to the scheme and make payment, and ensure that the bin is properly presented on the correct days.
- The bin will be registered to that property (e.g. their flat) and all correspondence, enquiries or complaints relating to the service must be directed through that person.
- There is no discount for the smaller size bin.
- Residents that qualify under the Council Tax Reduction scheme (previously Council Tax benefit), or where someone at the address is registered as severely mentally impaired, will be exempt from paying for the service.

http://www.edinburgh.gov.uk/info/20127/benefits_and_grants/43/claim_a_council_tax_reduction

Use of the service

- It is important that your brown bin is only used to collect the correct materials as outlined below. All materials must be loose, and not in a bag. We do not accept any kind of bag or liner in the brown bin.

- Bins which contain other materials will not be collected and we will not issue refunds for these collections
- You must present your bin by 6AM on the day of collection and remove it as soon as possible after collection.
- The bin must be presented at the kerbside outwith your property (except where an assisted collection has been arranged) with the lid fully closed, and in line with our normal policy on the Presentation of Waste.
- Our normal Assisted Collection Policy will apply to this service.
- All bins must display the garden waste collection scheme sticker for the appropriate year.
- Where the service is provided to a Council building or land, (e.g. a community garden), or to another organisation, such as a bowling club, etc, it is the sole responsibility of the group responsible to arrange for the bin(s) to be presented for collection and then removed from the street on the correct days.
- Should this prove to cause conflict with the Council's policies on the presentation of waste (e.g. if this means that bins are left out in an area where the other premises are commercial) it may be necessary to review or remove the service.

Collection of garden waste

Collections will take place from 6am on the collection day.

Failed collections

- Collection crews will record instances where bins are not presented or where the contents are contaminated with other types of waste or are too heavy to lift. Those bins will not be uplifted, and no refund will be issued.
- You should remove any contaminants or reduce the weight of the bin, and present the bin again by 6 AM on the next collection date.
- We regret that we are not able to collect garden waste when the contents are frozen due to weather conditions. We will collect on the next scheduled collection; we will not issue a refund in these circumstances.
- Where we are not able to collect your bin due to circumstances outwith our control (such as roadworks or no access) crews will record this and we will seek to return as soon as possible. We will not issue a refund.
- Where we are not able to collect your bin due to circumstances within our control (such as vehicle failure) crews will record this and we will return to collect it within two working days.
- Where we fail to collect your bin as a result of our error, we will return to collect it within two working days of being notified. (Please refer to the operational days for the service).

Materials accepted in brown bins

- You can put these in your brown bin:
- Flowers, plants and weeds
- Grass cuttings and leaves
- Hedge clippings, twigs and small branches
- Christmas trees (all decorations must be removed; Christmas trees may also be presented beside the bin in January only; (please cut trees in half)
- You can't put these in your brown bin:
- Food
- Animal waste and bedding
- Plant pots
- Soil and turf
- ANY TYPE OF BAG (including bags labelled compostable, degradable or biodegradable)

HOUSEHOLD WASTE RECYCLING CENTRES

Household Waste Recycling Centres are solely provided for the recycling and disposal of household waste generated by households in Edinburgh. Commercial waste is NOT accepted at these sites.

This service is currently subject to some restrictions, additional to those below, as a result of COVID-19. In particular site visits must be booked in advance. The current arrangements, and any changes to these, will be advertised on our website

Opening Hours

Our sites are open 7 days per week. We will publish our opening hours on the website.

The sites may be closed on any or all of 25, 26 December each year and 1, 2 and 3 January each year. Closures may vary between sites.

In exceptional circumstances (e.g. extreme weather) it may also be necessary to close sites at other times; in this event, the closure will be advertised via social media.

Vehicle Access

Trailers carrying household waste are only permitted on any site if they measure less than 6ft by 4ft (excluding the frame, tow hitches, etc).

The following vehicles are not permitted in any household waste recycling centre:

- any vehicle greater than 3.5 tonnes;
- trailers greater than 6x4 ft, excluding frames or two hitches, but including horse boxes;
- Luton vans
- liveried vehicles
- flat bed tipper style or transit style vehicles

Hire vans carrying household waste are only permitted on any site if they are hired for a period not exceeding 5 days. The hire documentation must be shown, along with two forms of identification (one photographic), both showing the driver's home address. This must be within the City of Edinburgh Council area. Appropriate forms of identification will be listed on the Council's website. Vehicles hired for longer than 5 days will not be permitted on site.

Commercial waste is not allowed at any site.

We will take steps to prevent misuse of the sites and to that end reserve the right to use a variety of methods including, but not restricted to: physical barriers; automatic number plate recognition systems; permits. Where data is collected as a result of these measures, any information collected will be stored and managed in line with data protection principles and any relevant legislation.

Council staff have the right to refuse entry or deny tipping to any person they suspect of trying to deposit commercial waste, whether for disposal or recycling.

Council staff have the right to require suspected traders or carriers of commercial waste to complete a "Household Waste Declaration" form to state that the waste is from their own domestic property. Appropriate photographic identification may be required to be shown to site staff when completing this form.

Council staff have the right to inspect the contents of any load.

Council staff have the right to visit any customer's address if they are suspected of bringing in commercial waste, to establish the origin of the waste.

Council staff have the right to ban, from all sites, any vehicle or customer suspected of ongoing illegal deposit of commercial waste.

Behaviour on site

Householders using the site must always follow the site rules and the instructions of our staff. This is for their safety, and that of others. These will be advertised on site, and on our website. You must follow instructions given by site staff for your safety.

- Children and animals must remain in your vehicle at all times.
- Only Edinburgh residents with their own household waste can use the site.
- Commercial, trade or business waste is not allowed.
- You must observe speed limits and traffic flow signs. Reversing is not allowed.
- All waste must be sorted and deposited only in the correct container.
- Only authorised contractors may remove materials from this site.

The Council will prosecute anyone who threatens or assaults our staff.

Items which can be accepted on site.

We accept a wide range of household waste, but there are some items we are not able to accept. Our objective is to divert as much as possible for reuse or recycling. Items which can and cannot be accepted will be advertised on our website.

From time to time we may need to make changes to the materials we can accept. These will be advertised on our website.

Collection and Disposal of Waste from Places of Worship

Places of worship which are treated as exempt from commercial rates under the Valuation and Rating (Scotland) Act 1956 will be treated as households for the purposes of waste collection and disposal.

Where multiple properties exist as separate addresses on the same site, e.g. a residential dwelling and a church, each is entitled to its own collection.

Where practicable we will provide the following services; where the location or design of the building prevents us from providing these services, it will be the sole responsibility of the person(s) responsible for the facility to put in place a commercial waste collection.

The following services will be provided at no cost:

240 litres non recyclable waste per fortnight;

360 litre mixed recycling per fortnight (paper and card; cans, tins and clean foil; and clean plastic bottles, pots, tubs and trays);

Two glass boxes per fortnight;

Two food collection boxes per week;

The capacities provided are significantly greater than those provided to a standard household.

Where the quantity of waste presented cannot be accommodated within the provision outlined above, you should in the first instance discuss this with the Waste and Cleansing Service who may be able to advise you of ways to reduce your waste.

Any additional requirement will normally be treated as commercial waste and a commercial waste contract must be put in place to manage this.

Any waste arising from a specific commercial activity such as a café or a crèche must not be placed in the household waste stream, and a commercial contract must be put in place to manage this.

Collection and Disposal of Waste from Charities

Waste and Cleansing Services collects waste from charities but requires that as a minimum waste is segregated to allow recycling of dry mixed recyclate (paper and card; cans, tins and clean foil; and clean plastic bottles, pots, tubs and trays); glass (where produced); food waste (from food premises).

Where practicable we will provide the following services; where the location or design of the building prevents us from providing these services, it will be the sole responsibility of the person(s) responsible for the facility to put in place a commercial waste collection.

The following COLLECTION services are available free of charge:

240 litres non recyclable waste per fortnight

360 litres mixed recycling per fortnight (paper and card; cans, tins and clean foil; and clean plastic bottles, pots, tubs and trays)

Two glass boxes per fortnight

Two food collection boxes per week

Where multiple properties exist as separate addresses on the same site, e.g. a charity headquarters and a separate charity shop, each is entitled to its own collection (however any office which is simply part of the shop would not be covered by this).

Where the quantity of waste presented cannot be accommodated within the provision outlined above, you should in the first instance discuss this with the Waste and Cleansing Service who may be able to advise you of ways to reduce your waste.

Any additional requirement will normally be treated as commercial waste and a commercial waste contract must be put in place to manage this.

Trade Waste Collections

- Trade waste is any waste or recycling produced by a business, regardless of size.
- Whether you operate out of a shop, office, restaurant, van or your home, it's the law that your waste is collected by a licensed waste carrier. This is called your Duty of Care.
- The Waste and Cleansing Service does not operate a commercial waste collection service or accept Trade Waste at Household Waste Recycling Centres or in household waste and recycling bins.
- If you seek to dispose of your waste as household waste the Council may seek to take enforcement action against you.
- The Waste (Scotland) Regulations require you to sort certain waste streams and arrange for these to be collected separately for recycling.
- Waste must not be stored on the street and can only be collected at agreed times.
- Information on complying with your Duty of Care, recycling your waste, and our policy on presenting waste only at set times is available on our website at: www.edinburgh.gov.uk/tradewaste

Where the property is in shared domestic use, e.g. a bed and breakfast with the owner or family living on site the following rules will apply:

- Where the property is assessed for rateable value as being 20% or less domestic, this will be treated as a business and the Trade Waste policy must be followed, and a trade waste contract be put in place to manage all waste;
- Where the property is assessed for rateable value as being 21% or more domestic, the standard provision for household waste and recycling will be provided; the Trade Waste policy must be followed, and a trade waste contract be put in place to manage any waste additional to this.

Managed Student Accommodation

Managed student accommodation in terms of this policy refers to purpose built self catering accommodation solely for the use of students which comprises rooms for one or more persons, forms the main residence for the tenants during term time, and is used at one or more other times of year for short term lets or other commercial purposes.

A household waste collection will be provided as directed by the Council's Waste and Cleansing Service. This will require the provision of a fully integrated recycling and waste management service. The volumes of containers and frequency of collection will be directed by that service.

It is the sole responsibility of the site operator to:

- Ensure that site design for new premises correctly follows the policy "Provision of Service to New Housing Developments" and all departmental procedures in particular so that all bins are stored off street, that there is adequate provision for a fully integrated recycling and waste collection service, and that the service is able to operate safely.
- Ensure the correct management and segregation of materials within the premises so that recycling is not contaminated and bins do not overflow;

- Ensure that bins do not overflow as a result of any commercial activity, and where this occurs, ensure that commercial contracts are put in place to remove any such excess;
- Ensure that commercial contracts are in place to manage any other excess arising at the site.
- Where any of the above are not followed, the service will not be provided, or will be withdrawn. In this event it will be the sole responsibility of the site operator to put in place commercial waste contracts for the management of all materials arising from the site's operations.

Waste From Council Premises

- It is the Council's policy that all of its premises must comply with the internal Resource Use Policy, as well as the Waste (Scotland) Regulations and all other relevant legislation.
- The Resource Use Policy requires the waste hierarchy to be applied, to reduce, reuse and recycle, and in addition as a minimum to ensure that facilities are in place to recycle: paper, card, cans, plastics, glass and food, as well as to collect non recyclable waste for energy recovery.
- Procedures must be put in place to manage specialised waste streams not covered by general household waste provision (e.g. engine oil).
- It is the responsibility of building managers, in partnership with the Facilities Management team covering that building, to ensure compliance on a site by site basis, and to arrange collection of the above materials by the Waste and Cleansing Service.
- All steps must be taken to maximise use of the recycling services and prevent their contamination with other materials, through the use of adequate signage, the use of correct coloured sacks, and staff training.
- It is expressly forbidden to mix separately collected and mixed waste streams.

Provision of Service to New Housing Developments

This policy is designed to support and work in tandem with the more detailed document “Instructions For Architects and Developers” setting out the more detailed instructions to developers and architects which cover types and numbers of bins, access, health and safety, defensible space and other operational requirements.

The Council’s policy is that all new build or converted properties must be specified to allow:

- The provision of the full range of waste and recycling collections as specified by the Council’s staff, which must be fully integrated, e.g. each bin store must have provision for the full range of materials collected for disposal and recycling;
- Safe and efficient access for waste collection teams to collect waste and recyclable materials;
- Provision for the disposal of bulk items as well as general household waste and recyclable materials.

It is the responsibility of the developer or architect to:

- Engage the Waste and Cleansing Service at the earliest point of the development process, and prior to the submission of any plans to the Planning Service, to agree a waste management plan for the property;
- If this does not take place, the Waste and Cleansing Service may not be able to adopt the property, requiring residents to make their own arrangements for the disposal of waste at their additional cost.

The waste management plan must comply with the Waste and Cleansing Service’s Instructions to Developers and Architects. It must cover:

- The types and capacities of bins to be used and the range of materials for which provision will be made, including the full range of recyclable materials;
- Access arrangements to empty bins, including turning circles, interactions with pedestrians, etc;
- The arrangements going forward to service and maintain bin housings, bin stores, bin lifts, etc as appropriate (which will not be managed by the Waste and Cleansing Service)
- The decision as to whether a development will receive a kerbside or communal bin collection service will rest solely with the Waste and Cleansing Service.
- The standard kerbside waste collection service provision (per property) is formed of one non-recyclable waste bin, one mixed recycling bin, a recycling box and a food caddy. In some cases a garden waste bin may also be provided.
- In larger blocks it may be more appropriate to utilise communal bins rather than individual containers and the Waste and Cleansing Service may require this as part of the planning process.
- The developer may source their own bins provided these are compliant with the collection arrangements (including types and colours) operated by the Waste and Cleansing Service;

- The Waste and Cleansing Service can also source bins, but will recover these costs from the developer.
- The Waste and Cleansing Service will be responsible for the subsequent maintenance and replacement of the bins, but not for any bin housing or lift mechanism associated with the property or development.

Litter Bin Siting Policy

Background

This policy is designed to

- outline the principles which will be followed in selecting and reviewing where litter bins are located across the city;
- inform decision making for future litter bin sites; and to
- assist with decision making around existing litter bin sites with the ultimate objective of locating the correct size and type of right bins in the right place, reflecting demand.

The Council's capacity to provide litter bins is finite. It is likely that the demand for litter bins will, at certain times or locations, exceed the capacity to provide the service.

It is expected that the criteria outlined in the policy should assist with managing litter bin provision. In addition, no review process currently exists to ensure that litter bin locations continue to match the expectation when it was sited, taking into account changes to usage patterns, and external factors such as vandalism, etc.

A range of bin types may be deployed across the city taking into account the following:

- Available litter bin stocks;
- Size of litter bin versus usage and demand;
- Type of location.

It is intended that future litter bin sites will be selected by using guiding principles. These will include (but are not restricted to):

- Operational efficiency;
- Usage patterns;
- Health and safety considerations associated with the servicing of the litter bins;
- Links to other policies, e.g. planning and streetscape issues including in particular Edinburgh Street Design Guidance.

The type, size and location of litter bins are all linked to how litter bins are used by the public, and in particular how frequently they require to be emptied, and how much litter is collected. These are the key determinants which need to be matched to service delivery and flexibility in terms of servicing frequency and the ability to route services effectively and efficiently.

Usage and efficiency

Changes to the ways in which litter bins are managed will be governed by two factors: how they are used by the public, and how efficiently they can be serviced.

The use of routing software, coupled with resident feedback and potentially litter bin sensors will help to improve the efficiency and responsiveness of Waste and Cleansing services, but will also be used to better target the siting of the bins to maximise their efficiency.

Prioritisation Criteria

It is not possible to define specific sites which will and will not receive litter bins.

The following areas will **normally** be viewed as high priority to receive litter bins:

- Main arterial routes and other high footfall and through route areas;
- Main areas of commerce and retail;
- Key routes in relation to secondary schools;
- Near fast food and takeaway retailers;
- Public transport hubs (e.g. Bus stops and similar areas) where large numbers of people stand for periods of time, particularly in central areas;
- Entrances to parks and significant public spaces.

The following areas will **not normally** be viewed as high priority for litter bin placements, or may in some cases be ruled out for litter bin placement:

- Exclusively residential areas, except where these become high priority due to one of the reasons above;
- Locations where the litter bin would be sited in close proximity to a household waste bin (i.e. the communal bins which are sited on street in tenemental areas, and are provided for the disposal of household waste AND litter);
- Locations where the litter bin is being abused, including: inappropriate disposal of household or commercial waste which has not been resolved by engagement or enforcement; sites which are subject to arson or vandalism.

Other Siting Criteria

Siting with regard to pedestrians

Care must be taken to ensure that litter bins do not impede pedestrian flows and take into account the particular needs of people who use wheelchairs and prams. A minimum footpath width of 1.5m must be maintained.

Public events

The provision of temporary litter bins may be considered at specific locations to reflect increased pedestrian flows and litter generation at certain times, e.g. during public events.

Other criteria with regard to safe siting, or whether or not to provide a separate recycling service should be taken into account when siting these bins. Litter bins must **not** be provided to collect commercial waste and it must be made clear that events organisers must put in place separate arrangements for the segregation of commercial materials for recycling and disposal of commercial waste in compliance with the Waste (Scotland) Regulations and other pertinent legislation.

Parks and other similar public spaces

The siting of bins in public parks and greenspaces presents some particular challenges in terms of efficiency, capacity and safety. It is usually viewed as beneficial to encourage park users to take their waste to strategic locations, usually at entrances and exits, so that the litter bin can be serviced safely without having to drive into or around the greenspace.

Therefore, as facilities are upgraded the following principles will be adopted:

- Litter bin locations will be moved from throughout the park or public space, to key locations e.g. Leith Links;
- The maximum capacity must be provided;
- The facilities should be designed to take account of the usage of the sites, with dedicated facilities being provided as appropriate for barbecue waste, specific appropriate recycling streams, etc.

Recycling

Scottish legislation, and the Council's Waste and Cleansing Strategy, both assume or require that waste should be segregated and separately collected as close to source as possible to maximise recycling and the recovery of materials.

The Council also takes a pragmatic view of the effectiveness and efficiency of such measures, and the Council's strategy acknowledges the particular challenges associated with collecting litter as a segregated stream for recycling while maintaining the relevant high standards of quality **required, as well as the small quantities involved and the likely impact of the Deposit Return Scheme for drinks containers which is being introduced in Scotland.**

Therefore:

- Recycling bins for litter are NOT required at every location, but **can** be considered at key locations where there are sufficient quantities of **the relevant** recyclates;
- Any segregated litter bins MUST consider following;
 - How the bins will be emptied- under no circumstances can segregated recycling bins be mixed with other waste;
 - Which materials it is most appropriate to target (e.g. cans and plastic bottles in parks, newspapers on main arterial routes and bus stops and termini?);
 - Bins must be labelled appropriately for specific target materials, and not labelled just "recycling";
 - Contamination risks (which can be offset by appropriate design);

Specific Waste Streams

Barbecues: consideration will be given to the siting of dedicated litter bins or containers for the safe disposal of hot waste at locations where there is a history of barbecue usage during good weather, etc.

Dog waste: the Council's policy is to maximise efficiency by collecting bagged dog waste alongside general waste. No dedicated dog waste bins will be provided. This will be reviewed should it undermine the separate objective of sorting mixed waste for recycling.

Litter Bin Siting Policy Appendix 1: Factors for consideration:

- Cost
- Bin density (how far do people have to walk?) Bin size
- Bin type?
- Land ownership- owned or adopted land only
- Location type (e.g. high priority areas as outlined in the policy)
- Usage/ demand
- Safety (public and staff)
- Bins creating litter (whether due to capacity, misuse or location).
- Vandalism and arson
- Terrorism
- Evaluation
- Design for recycling
- Proximity to household waste (communal) bins which can perform same function.
- Parks, greenspaces, civic areas, squares, plazas, etc.