

EREWASH BOROUGH COUNCIL

**WASTE AND RECYCLING SERVICES**

**OUTLINE SERVICE SPECIFICATION**

*This specification relates to waste services provided from 1 March 2005 onwards.*

**1. AIMS OF THE SERVICE**

- 1.1 The Council will offer and provide high quality waste collection and recycling services to residents and businesses in the Borough.
- 1.2 The services will be planned in such a way that European Union and UK Government requirements and local demands are taken into account.
- 1.3 The services will be designed to encourage waste minimisation and waste reuse as well as participation in recycling schemes so that the optimum amount of recycling is achieved and sustained.
- 1.4 Any service failures and any comments from customers will be dealt with promptly and professionally and those issues arising will be used to inform future service provision.

**2. MAIN ELEMENTS OF THE SERVICE**

**2.1 General waste collection**

- 2.1.1 The Council will provide wheeled bins (black) to all suitable households and alternative receptacles where appropriate to other types of difficult-to-access households. These will be for general waste.
- 2.1.2 The Council will provide a general waste collection once every two weeks\*. 'Side waste' and bins presented where the lids will not close due to material standing proud of the top of the bin will not be collected from households in areas where a comprehensive kerbside 'dry' recycling scheme is in operation.

\*special arrangements may apply at Christmas

**2.2 Garden waste collection**

- 2.2.1 The Council will provide wheeled bins (brown) to all appropriate households for garden waste. Where a householder requests a second brown bin for garden waste, the Council will provide and empty that second brown bin.
- 2.2.2 The Council will provide a garden waste collection once every two weeks during the period March to November inclusive.

2.2.3 The Council will vary the range of recycling services offered as appropriate to take account of types of dwellings and the likely types of waste arising from dwellings.

### 2.3 'Dry recyclables' collection

2.3.1 The Council will provide a kerbside 'dry' recyclables collection service to households once every two weeks. This material will be collected on the alternate week to the general refuse collection.

### 2.4 Clinical waste collection

2.4.1 The Council will provide a weekly collection (or as agreed with the resident) to households, on medical referral, black and yellow striped sacks for the containment of incontinence waste.

2.4.2 The Council will provide to households, on medical referral, a clinical waste collection service for the collection of this incontinence waste and other clinical waste.

### 2.5 Bulky waste collection and white goods

2.5.1 The Council will provide to households, on request, a bulky refuse collection service. Charges will apply.

2.5.2 The Council will also provide to households on request a white goods collection service. Charges will apply.

### 2.6 Fixtures and fittings collection

2.6.1 The Council will provide to households, on request, a service for the collection of household fixtures and fittings. Charges will apply.

### 2.7 Trade waste collection

2.7.1 The Council will provide, on request, receptacles for commercial premises for the containment of trade waste.

2.7.2 The Council will provide, on request, a collection service for trade waste on a weekly or more frequent basis to be agreed with the customer. Charges will apply.

2.7.3 Trade waste will be collected separately from household waste.

## 3. **CUSTOMER FOCUS**

3.1 The Council and its staff recognise that this is a 'service industry' and that the most important person is the customer. In this respect, the Council will adopt business-like principles to underline its commitment to them.

3.2 The Council and staff also recognize that their 'business' only exists because of the customer and a failure to provide and maintain a satisfactory service level may result in others providing the services.

#### 4. **ANCILLARY AND SUPPORT SERVICES**

4.1 The main elements of the service are identified in Section 2 above. However, there are a number of important support services without which the overall service provision will fail.

4.2 The support services include:

- a. The replacement, as appropriate, as well as the initial provision of black wheeled bins for general (residual) waste collection;
- b. The provision and replenishment of black sacks for households not capable of taking wheeled bins;
- c. The management of stocks of black wheeled bins and sacks so that service continuity can be achieved;
- d. The replacement, as appropriate, as well as the initial provision of brown wheeled bins for garden waste collection;
- e. The management of stocks of brown wheeled bins so that service continuity can be achieved;
- f. The management and good housekeeping of the depot and its yard areas;
- g. The provision of neighbourhood recycling points at various places in the Borough;
- h. The maintenance of recycling points and the emptying of specified recycling banks;
- i. The transportation of general waste to disposal points nominated by Derbyshire County Council;
- j. The transportation of garden waste and dry recyclables to processing or transfer facilities agreed by the Council;
- k. The removal of waste material spilt during operations and the safe disposal of that material;
- l. The provision of a Customer Care Service for the receipt and processing of service requests and complaints;
- m. The provision of information to customers about services and any service changes;

- n. The maintenance of performance information about the services and the timely sharing of that information amongst management and other staff;
- o. The ongoing monitoring of service quality;
- p. The periodic review and evaluation of the services;
- q. The planning and modification of services to meet changes in customer needs, Government statute and guidance and local circumstances.

## 5. CHARGES FOR SERVICES

5.1 Charges, where required or permitted, will be applied to some services. These charges will be reviewed from time-to-time.

5.2 Household general waste collection and garden waste and recycling collections will be provided free-of-charge. This will be reviewed if and when the Government introduces direct charging for waste collection.

5.3 The waste service charges currently applicable in 2005/06 are:

- a. Clinical waste (households): free.
- b. Clinical waste (social services): £109 + VAT per 50 sacks.
- c. Clinical waste (private homes): £190.5 + VAT per 50 sacks.
- d. Bulky waste: £20 per collection for up to 6 items.
- e. Fixtures and fittings: (households) minimum charge £31 rising to £186 for up to 3 hours work involved.
- f. Special trade collections minimum charge of £41 + VAT per collection, rising to £668 + VAT for work estimated to take 8 hours.
- g. Standard trade waste collections:
  - 140 litre bin per emptying: £1.75 + VAT
  - 240 litre bin per emptying: £3 + VAT
  - 360 litre bin per emptying: £4.15 + VAT
  - 660 litre bin per emptying: £7.10 + VAT
  - 1100 litre bin per emptying: £10.30 + VAT
- h. Replacement of wheeled bins to households where the bin loss or damage is not attributable to the Council: £26 (Charges for bins will only be invoked in exceptional circumstances).

## 6. SERVICE SPECIFICATION

### 6.1 Container

- 6.1.1 Black wheeled bins: 240 litre bins will be offered to all householders whose household is considered by the Council to be suitable for that type of container. If a resident requests a 140 litre wheeled bin instead, the Council will provide it.

If a resident on a `fortnightly black' bin collection requests additional black bin capacity because the 240 litre bin cannot cope with the amount of waste from the household, the Council will provide the following:-

- An extra 140 litre capacity, if the resident can provide documentary evidence that there are six or more persons in the family.
- If required a council officer will visit and provide face to face advice on waste minimization and recycling.

The Council may, at its discretion, provide for any individual household, one large wheeled bin to replace a number of wheeled bins of smaller capacity.

This provision for additional bins does not extend to houses in multiple occupation (HMOs), where the residents concerned do not comprise one family unit. The Waste Services Manager will use his/her discretion if there are extenuating circumstances within families such as increased waste due to persons with disabilities.

- 6.1.2 Black refuse sacks: Black plastic refuse sacks will be offered to all householders whose household is considered by the Council to be difficult to access and not suitable for wheeled bins. Sacks will be replaced by the crews on a one-for-one basis up to a maximum of 6 sacks per fortnight.
- 6.1.3 Brown wheeled bins: 240 litre or 140 litre wheeled bins will be offered to all householders whose household is considered by the Council to be suitable for that type of container for the storage and collection of garden waste. If a householder requests a second brown wheeled bin, the Council will provide and empty that bin.
- 6.1.4 Containers for collecting 'dry recyclables': The Council will provide householders with containers for the storage and collection of 'dry' recyclables. These containers will be heavy duty plastic reusable bags. Two bags will be offered to each household initially. Extra bags will be provided if requested.
- 6.1.5 Containers for collecting trade waste: The Council will advise businesses on the most appropriate method of containing and collecting trade waste. This may result in some trade waste being collected in 140, 240, 360, 660 or 1100 litre wheeled bins.

## 6.2 Materials Specified for Collection

- 6.2.1 Black wheeled bins: Material permitted to be placed in black bins shall be household waste only but shall not include garden waste in areas where brown bins have been offered. Trade waste, hazardous waste, large objects not capable of fitting properly into the wheeled bin, hot or corrosive materials, etc shall not be placed in the black wheeled bin. 'Side waste' will not be collected from households in areas where a comprehensive kerbside 'dry' recycling scheme is in operation.
- 6.2.2 Black refuse sacks: Material permitted to be placed in black refuse sacks shall be household waste only but shall not include garden waste in areas where brown bins have been offered. Trade waste, hazardous waste, large objects not capable of fitting properly into the sack, hot or corrosive materials, etc shall not be placed in the plastic sack.
- 6.2.3 Brown wheeled bins: Material permitted to be placed in brown bins shall be compostible garden waste such as grass cuttings, weeds (with most soil removed), dead flowers, tree prunings, branches (but not exceeding 100mm [4 inches] in diameter), hedge cuttings and windfall fruit taken from the garden but not vegetable and fruit waste from the kitchen. Meat, fish and dairy products waste must not be placed in the brown wheeled bins.
- 6.2.4 'Dry' Recyclables: Material that will be collected as part of the kerbside 'dry' recyclable collection scheme are newspapers, magazines, junk mail, leaflets, catalogues, phone books, toilet roll tubes, cardboard egg boxes, cereal boxes and brown cardboard packaging; plastic bottles; glass bottles and glass jars; aerosols, food and drinks cans.
- 6.2.5 Clinical waste: Material permitted will be as specified and categorized by the medical profession and may include incontinence pads, dressings, dialysis waste, sharps, stoma bags, catheter bags, etc.
- 6.2.6 Bulky waste: Material permitted will include general, free-standing items of household furniture such as beds, 3 piece suites, tables and chairs. The service will not collect hazardous waste. Any glass products or components must be broken down into small pieces and thoroughly wrapped and boxed and the box labelled as containing glass. Excessively heavy items that are not capable of being moved by two persons will not be taken.
- 6.2.7 White goods /Household electrical  
This collection is the same as the bulky collection service except that it applies to large household electrical appliances, defined as Cookers, Washing Machine, Dishwashers, Tumble Dryers, Spin Dryers, Fridges, Freezers, Hobs, Ovens, and Microwaves. These items are collected separately from other bulky waste because of European regulations controlling electrical waste.

6.2.7 Fixtures and fittings: Materials permitted will include kitchen units, sinks, bathroom fittings, boilers and other once-fixed materials. The service will not collect hazardous waste. Any glass products or components must be broken down into small pieces and thoroughly wrapped and boxed and the box labelled as containing glass. Excessively heavy items that are not capable of being moved by two persons will not be taken.

6.2.8 Trade waste service: Trade waste material permitted to be placed in wheeled bins shall include paper, cardboard, plastics, metal and biodegradable waste but shall exclude any corrosive substances and any hazardous waste. The Council will not collect oils/tyres.

### 6.3 Collection Frequencies

6.3.1 Waste and recyclables will be collected at the following frequencies:

- a. General (residual) household waste: once per two weeks (the Council reserves the right to collect general household waste more frequently where it considers it appropriate to do so in any particular case or number of cases);
- b. Garden waste: once per two weeks on the alternate week to general waste March to November inclusive;
- c. 'Dry' recyclables: once per two weeks throughout the year;
- d. Clinical waste: once per week or at such other intervals as agreed with the customer;
- e. Bulky waste & White Goods: on request;
- f. Fixtures and fittings: on request;
- g. Trade waste: at such frequencies as agreed in the contract with the customer but at least once per week;

### 6.4 Information to Residents

6.4.1 The Council will supply information to residents about the waste services it provides. The methods of communication will include:

- a. A recycling calendar delivered to each household once per year;
- b. An at-a-glance guide to what happens with Erewash Residents' waste to be published and distributed at least once per two years to each household and updated as necessary;
- c. Notices from time-to-time in local newspapers;

- d. Information on the Council's website and also at [www.recyclinginerewash.co.uk](http://www.recyclinginerewash.co.uk)
- e. Information on the side of Council lorries;
- f. Written information delivered to appropriate households to give notice of any changes to collection arrangements;
- g. Stickers placed on black or brown wheeled bins or other containers as appropriate to alert householders to non-conforming waste presented for collection, eg garden waste in the brown bin contaminated with unacceptable material, garden waste in a black bin, side waste presented (in areas where side waste is not permitted);
- h. Advisory visits by Council officers;
- i. Discussion with collection crew members;

#### 6.5 Presentation of Bins and Sacks by Residents

- 6.5.1 Residents must present their waste for collection no later than 7.00am on the day of collection even if they estimate that crews do not usually reach their area until later in the day. However, residents must not block the public highway by putting out waste any earlier than the evening before.
- 6.5.2 They must place their waste at the curtilage of their property, i.e. the point at which their property joins the public footpath or carriageway. This requirement does not apply to persons in receipt of an 'Assisted Collection' ('Exemption'). (See 6.6 below)

#### 6.6 'Assisted Collections' (Exemptions)

- 6.6.1 The Council recognises that some residents are not physically capable of moving their wheeled bin from its point of storage to the cartilage of their property. It will, therefore, provide additional service to the those residents subject to certain conditions. This additional service is called 'Assisted Collections' ('Exemptions'). This will entail the collection of the wheeled bin, plastic sack and material for recycling from the resident's rear door or normal storage place and the placement of the material at the point of collection usually at the front of the property.
- 6.6.2 Those residents entitled to an 'Assisted Collection' will be as follows. When the only or all residents in a dwelling is/are:
  - a. registered disabled or
  - b. permanently infirm/physically unable (eg due to illness) backed up with a Doctor's letter or
  - c. mentally incapacitated, backed up backed up with a Doctor's

letter or social services report.

6.6.3 From time-to-time, the Council will review its list of 'Assisted Collections' to see if a householder's inclusion in the list is still relevant and appropriate. If not (perhaps due to a change of householder) the householder will be removed from the list and the 'Assisted Collection' will cease.

## 6.7 Non-conforming materials

6.7.1 Occasionally, customers may put out non-conforming material for collection.

6.7.2 In general, the collection crews will not collect:

- a. hazardous waste such as tins containing hazardous chemicals or hazardous paints;
- b. hot or corrosive materials;
- c. any significant quantity of garden waste in black bins where a brown bin scheme is in operation in the area whether or not that customer is using a brown bin.

6.7.3 In respect of garden waste collections, the crews will not collect:

- a. garden waste that has been contaminated with general waste, with hazardous material, with metal objects, with bricks, rubble or concrete, with DIY materials, with pet waste, nappies, with meat or fish, with fruit or vegetable peelings that appear to have come from a kitchen, with plastic, polystyrene or paper. (However, crews will remove and contain on their vehicle any small item such as an empty plastic bag placed on top of what would otherwise be a bin of good garden waste).

6.7.4 Crews are not expected to collect black or brown bins that are excessively heavy to the extent that they cannot be moved without serious risk to their health and safety. In general, the bin should not exceed 55 kilograms in weight. Crews will, however, use their initiative to try and carefully empty bins of good quality garden waste where the perceived excess weight is due mainly to grass cuttings arising during a particularly wet part of the 'growing season'. Bins that are heavy because they contain large amounts of soil will not be emptied.

6.7.5 In order to encourage waste minimisation and the optimum use of the kerbside 'dry' recycling scheme, bins presented where the lids will not close due to material standing proud of the top of the bin will not be collected. This also serves to assist the Council in reducing the risk of injury to staff from sharp objects protruding out of the bin.

6.7.6 Non-conforming material should be left at the curtilage of the property or, in the case of 'Assisted Collections', at the point of pick up and in

each case, a note left for the occupier clearly stating the reason for the non-collection.

#### 6.8 Collection round records

6.8.1 Each crew will maintain a record (a log) of incidents occurring on the round each day. This will include any road traffic accidents even remotely involving the crew or the vehicle, any incidents of aggression or verbal abuse that involve the crew, any difficulties emptying bins such as obstruction by parked vehicles, and any similar events that may impact on service provision.

6.8.2 The crew will also record in the log the addresses of properties where collections were not carried out and the reason why, eg no waste presented, non-conforming waste in the bin (stating the exact reason for the non-conformity), bin too heavy, etc.

6.8.3 The driver will phone through to the Supervisor during the rounds, issues of 'non-presented bin' and will then submit the crew's daily log to the Supervisor as soon as possible after the vehicle returns to the depot. (The crews may also ring the Contact Centre directly with non presented bins)

#### 6.9 Damage or loss of wheeled bins

6.9.1 If a wheeled bin is damaged or falls into the back of the refuse collection vehicle during collection operations, the crew will leave a note through the customer's door apologising for the damage or loss and giving an estimated time for the replacement of the bin.

#### 6.10 Transfer of collected materials

6.10.1 The Council will collect conforming waste and uncontaminated recyclable material and transport it to the nominated transfer station or processing plant. These may change from time-to-time but during 2005/06 are:

- a. General waste from the north of the Borough: WRG Transfer Station at Alfreton;
- b, General waste from the south of the Borough: WRG Transfer Station at Raynesway, Derby;
- c. Garden waste: WRG windrow composting plant at Alfreton;
- d. Dry Recyclables: Transcycle at Moby Estate, Derby.

6.10.2 In some cases, the Council also makes arrangements with other organisations for the removal for processing of other recyclables from the neighbourhood recycling points in the Borough. These will be the subject of a separate specification. Those materials it removes from neighbourhood recycling points itself and their destination are as follows:

- a. Mixed cans: to Transcycle, Derby;
- b. Mixed recyclables: to Transcycle, Derby

#### 6.11 Remedying service defects

6.11.1 The most common cause of complaint is likely to be a 'missed bin'. A 'missed bin' is defined as:

*'any collection reported by a resident where the resident was not informed in writing of a change in the arrangements'*

*'any collection which is known by the authority not to have taken place on the prescribed day due to a failure of the authority or its contractor including those missed due to weather conditions or industrial action'*

*'any collection that did not take place on the prescribed day where the residents were not informed in writing of the changed arrangements'*

*'prescribed day' means the day of the week on which collections would normally take place.*

*'informed in writing' means by printed refuse sacks, leaflets, newspapers or any other written communication provided to all relevant households/businesses by the authority or its contractors.*

The service recognises that some 'missed bins' relate to cases where bins were presented by the customer late or may contain non-conforming material.

6.11.2 Missed bin complaints will be cross-checked against the crew's log to identify the source of the problem. If there is no log record showing the property in question, it will be deemed to be a genuine 'missed bin' and the same crew will return to remedy the defect. In some cases the Supervisor or Manager will use his/her discretion and agree that a "missed bin" case which has not been caused by an omission by the crew, will still be dealt with (see Service Standards below for the standard set for remedying 'missed bins').

6.11.3 If the crew's log shows clearly the reason why the bin was not collected, this will be communicated to the customer. In some cases, a 'field officer' such as a Neighbourhood Warden will visit to discuss the matter with the customer with a view to ensuring non-conforming material is excluded in the future and the customer receives a smooth running effective service.

6.11.4 In all cases, full details of 'missed bins' and other customer complaints/enquiries will be recorded in such a manner that previous cases can be referred to readily and attention can be focused on difficult areas of recurring problems.

## 7. SERVICE STANDARDS

7.1 The Council and staff will continuously monitor the quality of the services provided.

7.2 The Council has set a series of performance indicators and target response times in relation to the services.

7.3 Those targets are:

### 7.3.1 Remedying a 'missed bin':

By the end of the next working day following the day of notification.

### 7.3.2 Supplying a new bin:

Within 10 working days of the service request or the destruction of a bin by a collection vehicle.

### 7.3.3 Cleaning up spillage caused during refuse collection operations:

At the time by the crew or within 3 working days of the notification being made.

### 7.3.4 Completing a bulky refuse / white goods collection

Collection days will be arranged for a set day within 10 working days of the day the payment is received.

If the service fails to collect by the appointed day, it will refund the collection fee and carry out the collection free of charge.

### 7.3.5 Fixtures and fittings collection

Collections will be made by appointment, which will specify the collection day but not the time of the day. Collection days will be set to within 10 working days of the day the payment is received.

If the service fails to collect by the appointed day, it will refund the collection fee and carry out the collection free of charge.

### 7.3.6 Responding to general enquiries

'Missed bin' complaints will, of course, receive a response the same day wherever possible. In general, enquiries or complaints will receive an initial response within 3 working days. If a response is likely to take longer, the customer will be kept updated by means of one or more telephone calls where a telephone number has been provided.

7.4 The Council has also adopted waste service performance indicators as follows. These will be continuously monitored to ensure that interventions can take place quickly where necessary and will be reviewed on a monthly basis.

7.4.1 Number of missed bins per 100,000 collections:

0 – 20 missed bins per 100,000 collections = excellent  
21 – 40 missed bins per 100,000 collections = very good  
41 – 50 missed bins per 100,000 collections = good  
51 – 60 missed bins per 100,000 collections = satisfactory  
61 – 80 missed bins per 100,000 collections = fair  
81 – 100 missed bins per 100,000 collections = poor  
over 100 missed bins per 100,000 collections = bad

7.4.2 Percentage of new bin requests completed within the target response time of 10 working days:

80 – 100% = good  
60 – 79% = fair  
under 60% = unsatisfactory

7.4.3 Percentage of clean ups of spillage completed within the target response time of 3 working days:

80 – 100% = good  
60 – 79% = fair  
under 60% = unsatisfactory

7.4.4 Percentage of bulky refuse collections completed within the target response time of 10 working days:

90 – 100% = good  
70 – 89% = fair  
under 70% = unsatisfactory

7.4.5 Percentage of complaints/service requests receiving a response within the target of 3 working days:

90 – 100% = good  
70 – 89% = fair  
under 70% = unsatisfactory