



COUNCIL EXECUTIVE

RECYCLING & WASTE SERVICES – SERVICE REVIEW

REPORT BY HEAD OF OPERATIONAL SERVICES

A. PURPOSE OF REPORT

To seek approval to deliver the savings approved within Recycling & Waste Services. To gain approval for the proposed new Customer Service Standards, which are to replace the existing, outdated, Service Standards and provide the platform from which to deliver the savings measures outlined within the report.

Additionally to approve adoption and signing of the Charter for Household Recycling in Scotland to provide support, market intelligence and funding to deliver on key Transforming Your Council proposals relating to revising Dry Mixed Recyclate collections, and by way of synergies, new ways of working within the collection service.

B. RECOMMENDATION

It is recommended that the Council Executive:

1. Approves the proposed new Customer Service Standards, the principles behind the areas of change and the justification for alignment, where reasonable, with the Scottish Code of Practice.
2. Notes the key aspects of the Customer Service Standards that allow the delivery of savings measures relating to overtime spending, road end collections and the charging for replacement containers.
3. Notes the proposal to seek that the council adopt and become signatories of the Charter for Household Recycling in Scotland.
4. Notes the slippage from the original timescales in order to seek market intelligence and support from Zero Waste Scotland for the review of the Dry Mixed Recycling options.
5. Notes the impacts on the original savings proposals caused by market uncertainty.
6. Notes the risk to the medium term level of savings derived due to the Scottish Governments proposed Deposit Return Scheme.

C. SUMMARY OF IMPLICATIONS

I Council Values

- Focusing on customer needs
- Being honest, open and accountable
- Making best use of our resources
- Working in partnership

II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)

All activities within the Delivering a Sustainable Waste & Recycling Collection Service ensure the council is complying with statutory requirements at Scottish, UK and EU level with respect to the collection, handling and processing of household waste.

The proposals follow the change in policy agreed with the move to a standard 140 litre landfill collection service, and ensure that the Service Standards are replaced with new Customer Service Standards that is fit for purpose, aligns with the National Code of Practice and promotes high quality recycling.

The adoption of the Charter of Household Recycling in Scotland and the Code of Practice ensure that the council aligns its operational and customer practices to ensure best practice in the management of equality of service and minimise the risks to health and the environment.

III	Implications for Scheme of Delegation to Officers	None
IV	Impact on performance and performance indicators	Improved performance in terms of predicted impacts on recycle quality and cost of disposal per household. Reduced levels of service delivery complaints through clarity of service standards and improved communication.
V	Relevance to Single Outcome Agreement	SOA 8 – We make the most efficient and effective use of resources by minimising our impact on the built and natural environment.
VI	Resources - (Financial, Staffing and Property)	Scottish Government revenue grant funding is not sufficient to meet increasing costs and demand for services. Based on budget assumptions, the council faced a significant revenue budget gap of £65.3 million over the five year period.

The proposed Customer Service Standards provides the council with a standardised approach to managing all customer facing aspects of this collection service aligned with the new national Code of Practice. A failure to adopt a suitable set of Customer Service Standards could lead to a reduction in the quality of materials collected and a reduction in diversion from disposal which would in turn impact on the environmental benefits and financial savings derived from the overall project.

The signing of the Charter for Household Recycling in Scotland allows access to the resources of Zero Waste Scotland which will be used to undertake feasibility studies into the options to achieve alignment with the Charter. Following this work it will be possible to bid for support funding (time limited and capital) to allow the implementation of the preferred service alterations.

Financially these proposals put in motion the process to deliver the £1,491,000 of savings required from the service.

There are is an impact on staffing of a reduction in 2.0 FTE from the implementation of the proposed Customer Charter due to the changes in policy around road end collections and a removal 4.0 FTE in overtime and absence cover.

VII Consideration at PDSP PDSP has considered and recommended approval on 30 October 2018

VIII Other Consultations The Customer Charter is aligned with the Code of Practice for Household Recycling in Scotland. This document was developed by The Scottish Government, CoSLA, SOLACE and Zero Waste Scotland and derived from input directly from Local Authorities, the Waste Industry and other stakeholders. At present it has been adopted by 24 out of 32 Scottish Local Authorities.

D. TERMS OF REPORT

D.1 INTRODUCTION

This paper is to advise on how Recycling & Waste Services intend to deliver the savings agreed as a part of the budget agreed at Council on 13 February 2018, which are, as proposed, dependent on seeking support from Zero Waste Scotland which is accessed through becoming a signatory of the Charter for Household Recycling.

In the proposals agreed through the council's budget setting process on 13 February 2018 the proposed Recycling & Waste – Service Review incorporated a total proposed saving of £1,461,000 which was scheduled for delivery as shown below across 2019/2020 and 2020/2021. This saving was broken down into the following individual work streams:

- Revised Blue Bin Options: - £973,000 (2019/2020)
- Road End Collections: - £76,000 (2020/2021)
- Reduction in Overtime & Absence Cover: - £92,000 (2020/2021)
- New Ways of Working within the Collection Service: - £320,000 (2020/2021)

Additionally a separate saving for the recovery of costs for the supply of replacement/additional containers was targeted for 2018/2019 for a total of £30,000.

The adoption of the proposed new Customer Service Standards, which would replace the existing service standards and aligns with the national Code of Practice, enables the service to deliver the savings related to Road End Collections (£76,000), reductions in overtime and absence cover (£92,000) and the saving of £30,000 related to the charging for replacement containers.

The signing of the Charter and the associated support unlocks the ability to seek funding to enable the transition to an alternative solution for the current blue bin materials to help deliver the saving of £973,000 and its implementation would also be timed to allow the development and implementation of new optimised collection routes to improve the utilisation and efficiency of the collection vehicles following agreement with representative groups across the section to meet the related £320,000 saving.

It should be noted that based on the indicative timeline detailed in Section D.3, a phasing issue and potential in year pressure may exist. The timeline detailed is based upon the

procedural requirements to obtain support, market intelligence and funding from Zero Waste Scotland.

D1.1 The recycling journey so far

As a precursor to the implementation of the changes noted above it was acknowledged that, following the implementation of the 140 litre residual waste service, a review of the current Service Standards, which have been in existence for more than 10 year, would be required.

The changes to the way that the council and our residents have dealt material for disposal have also significantly altered. From the original paper and card collections through to the introduction of the alternate weekly service via the blue bin, in 2004. The introduction of brown bin recycling in 2005 and in 2013 the start of the Food Waste Collection Service introduced further streams from which the separation of recyclable materials could be achieved. This culminated in 2014 with the full roll out of the Food Waste Collection Service and the acceptance of additional materials within the blue recycling bin. The impact on these service introductions is highlighted in the table below.

Year	Change introduced	Recycling Rate
2000/2001	Baseline	4.0%
2004/2005	Original Blue Bin	17.9%
2005/2006	Brown Bin	27.0%
2008/2009	Full coverage of Blue & Brown Bins	41.8%
2013	Food Waste (design phase)	44.3%
2014	Food Waste (partial roll out)	45.4%
2016	140l Bin Roll (partial roll out)	48.5%
2017	Full roll out of 140l bins and new residual treatment contract	61.3%

The roll out of the new services over the past 10 years and the creation of the Code of Practice for Household Recycling in Scotland provide the opportunity to review the existing Service Standards and produce a new set of Customer Service Standards which ensures that the service delivery standards meet with the new (and proposed) collection systems, frequencies and quality demands of the market for recyclable materials.

It should be noted that the figure for 2017 is embargoed until confirmation and announcement at a national level. Additionally the level represents a high point in recycling performance, from a tonnage perspective, due to the service roll outs and exceptionally high levels of performance during the commissioning period for the Levensat Energy from Waste Facility. Once operational this level may reduce, with commensurate impacts on the overall recycling rate.

D.2 CHARTER FOR HOUSEHOLD RECYCLING IN SCOTLAND & NATIONAL CODE OF PRACTICE

The Charter for Household Recycling and the National Code of Practice (CoP) were created following extensive work involving Zero Waste Scotland, The Scottish Government, SOLACE, CoSLA and the Waste Management Officer Network.

The Charter for Household Recycling in Scotland has four key stated commitments. Those are:

To improve our household waste and recycling services to maximise the capture of, and improve the quality of, resources from the waste stream, recognising the variations in household types and geography to endeavour that our services meet the needs of all our citizens.

To encourage our citizens to participate in our recycling and reuse services to ensure that they are fully utilised.

To operate our services so that our staff are safe, competent and treated fairly with the skills required to deliver effective and efficient resource management on behalf of our communities.

To develop, agree, implement and review a Code of Practice that enshrines the current best practice to deliver cost effective and high-performing recycling services and tell all of our citizens and community partners about both this charter and the code of practice.

It is hoped that all Local Authorities can accept and agree to these commitments to create a level national platform from which the mass behaviour change required to meet our environmental obligations can be met and derive economic benefits for Scotland.

In order to facilitate this move towards a common environmental goal and to have a standardised approach to service delivery to reduce the complexities and confusion caused through the multiple models of collection and service standards in place across Scottish Local Authorities, a National Code of Practice has been created.

The Code of Practice is the current snapshot of what is determined to be the best practice model for the delivery of cost effective and high performing waste and recycling services.

The Code of Practice covers collection type, material composition, capacity, frequency and policy related matters.

Following the significant changes the councils Recycling & Waste Services have gone through over the last 10 plus years the adoption both the Charter and Code of Practice will help to provide the procedural and policy stability required for the proposed changes required to meet both council savings targets and our environmental and best value obligations. The timing of the proposed adoptions is particularly pertinent given the completion of the roll out of the 140 litre residual waste service, the move to the Whitehill Service Centre and planning for the legislative changes up to and including the banning of biodegradable material to landfill from 1 January 2021 and the potential implementation of a national Deposit Return Scheme. The adoption of the Charter and Code of Practice also opens up the opportunity for the council to seek support from Zero Waste Scotland in terms of both professional support and financial support to aid the transition to a Charter compliant service. The timelines and levels of support that will be sought are detailed in section D.3.

D.2.1 Interpretation

Within the Code of Practice each topic area and each area of policy is split into Essential requirements and Desirable requirements. They are defined as follows:

ESSENTIAL

These requirements are vital in the effort to achieve consistency across waste and recycling services in Scotland. The adoption of these requirements are considered to be the minimum expectation placed on Councils signing up to the Household Recycling Charter

DESIRABLE

These requirements are important in the effort to achieve consistency across waste and recycling services in Scotland. The adoption of these requirements is something that Councils shall consider after they have met the essential requirements.

The essential requirements are deemed to be fundamental to achieving best practice standards and as such the Recycling & Waste Services have mapped our existing Service Standards with the relevant policy area from the CoP to enable a comparison and judgement to be made as to how the council could reasonably transition to the national best practice standards.

Appendix 1 of this report contains the new proposed Customer Service Standards. Appendix 2 of this report contains the existing Service Standards laid out in a similar format.

D.3 NEXT STEPS

If the council agree to becoming signatories to the Charter for Household Recycling in Scotland then the timelines for undertaking the appraisal process and seeking capital and support funding are determined by the resource availability at Zero Waste Scotland. It should be noted that funding is conditional on having completed the options appraisal process with Zero Waste Scotland. The amount of funding required would be in the region of £1,600,000 to fund the containers, their roll out and engagement activities.

Having discussed the potential timelines with the sector manager within Zero Waste Scotland the indicative timeline would be as follows:

- December 2018 - Agreement to become signatories of the Charter for Household Recycling in Scotland and adoption of the Code of Practice and the start of the implementation of the Customer Service Standards (Appendix 1)
- December 2018 – Formal signing of the Charter for Household Recycling in Scotland
- February 2019 – Resource available from Zero Waste Scotland
- February to July 2019 – Options appraisal undertaken
- July/August 2019 – Options presented to council for agreement and approval
- August to January 2019 – New routing based on optimised working patterns developed and full public engagement and awareness raising programme implemented
- August/September 2019 – Funding Panel meetings with Zero Waste Scotland

- September 2019 – Order for containers and support issued
- January 2019 – Containers delivered to West Lothian and issued to residents
- February/March 2020 – New Service Starts

The above timeline is indicative and could vary depending on the outcome of the options appraisal. Whilst the timeline is extended beyond the original implementation date of April 2019 the potential funding package and support from Zero Waste Scotland is vital in ensuring the longer term sustainability of the proposed changes.

An alternative solution would be to undertake the review and modelling internally without the support of Zero Waste Scotland, which would require additional internal resource to complete. This would then be used to present the options in a similar manner to the approach noted above. Funding for the overall one off costs noted above would require the council to seek prudential borrowing for the sum of £1,600,000 which would result in a revenue cost in the region of £133,000 per annum. This would add further pressure to achieving the overall savings when taken into account with the market pressures already being felt by the council, noted in the following section, and within the Brown Bin options paper. In terms of expediting the delivery of the savings measures the timeline would be as follows:

- December 2018 – Agreement to become signatories of the Charter for Household Recycling in Scotland and adoption of the Code of Practice and the implementation of the Customer Service Standards (Appendix 1)
- December 2018 – Formal signing of the Charter for Household Recycling in Scotland
- December 2018 – One off project resource recruited
- December 2018 to April 2019 - Options appraisal undertaken
- May 2019 – Options presented to council for agreement and approval
- May 2019 – Order for containers issued
- May 2019 to October 2019 – New routing based on optimised working patterns developed and full public engagement and awareness raising programme implemented
- October 2019 – Containers delivered to West Lothian and issued to residents
- December 2019 – New Service Starts (avoiding the October holiday period and prior to Christmas)

D.3.1 Key Service Standard Changes

The new Customer Service Standards start with a collection commitment to our customers. This is to ensure that the customer knows how we will provide our services, what they are required to do, and what we will do in the event of the service not happening as scheduled.

The number of containers permitted per household is then laid out. This will be adapted as and when collection types change but for the current collection set up the only difference is a limit on two recycling containers per household. This is essential to allow efficient routing

and the maintaining of regular collections as beat sizes can be accurately calculated and assessed. The current free for all with regards to brown bins impacts considerably on the services ability to complete routes during the growing season.

With regards to contamination processes the new standards set out clearly the steps taken by the council to address the issue with customers which can, ultimately, lead to a withdrawal of service, once all other avenues are exhausted. Contamination is a serious issue that can affect the quality of an entire load of material which can prevent it from being recycled. Additionally when a container is contaminated and then cleaned up by the householder, the service will not guarantee returning for the container before the next scheduled collection. The service does not have the capacity or resource to return on a shorter timeframe for containers that have been previously contaminated.

With regards to assisted take outs and the medical need service for extra capacity, there are no changes to the process for application and consideration currently undertaken. There will be a review of the provision to ensure it is still required of no more than 2 years.

The delivery of replacement containers will be within 10 working days of notification or the next scheduled collection, whichever is greater. Replacement standard containers, will be charged for at the current purchase price, to the council, unless it has been damaged or taken in the collection process, stolen (with a valid crime incident number) or through fair wear and tear.

Additional capacity for residual waste will only be provided where there are 6 or more permanent residents or 2 children in nappies. In all cases a waste diary will be completed to demonstrate that additional residual waste capacity is required and that all of the available recycling services are being utilised. Council officers will provide assistance throughout this process.

The council will provide kerbside refuse/recycling collections to properties located on a private road, only if all of the following conditions are met:

1. the private road serves a settlement, or settlements, rather than sporadic individual properties (as a guide, a settlement is a grouping of six or more properties);
2. there is sufficient turning space for a refuse collection vehicle at the road end (i.e. a turning circle, t-junction or hammerhead), or if the vehicle can enter/exit the road by other safe means;
3. the condition of the road surface is acceptable for a refuse collection vehicle to access;
4. sufficient and safe access for the refuse collection vehicle is maintained (i.e. absence of overhanging branches / over grown bushes acceptable surface condition etc).
5. the owner of the private road agrees to indemnify the council (through a signed waiver) against any damage caused from reasonable use of the road by a refuse collection vehicle;
6. any bridges or other structures along the private road are certified by a competent person to be safe and meet West Lothian Council health & safety requirements. It is the responsibility of the owner(s) of the road to demonstrate the safety of these structures;

D.3.2 Dry recyclate collection options

The modelling of Charter compliant collection types that will either be undertaken in partnership with Zero Waste Scotland or by the council independently. It will have to model the following types of collection service to determine which delivers best value for West Lothian and achieves Charter compliance; the collection service options are shown in Appendix 3 of the report.

D.3.3 Additional pressures and national policy factors

At present there are significant market pressures being faced, with respect to recyclate processing which, as reported, have placed a pressure on the council in the region of £780,000 per annum from the original budget position in terms of Dry Mixed Recyclate (Blue Bin) processing.

In terms of the Dry Mixed Recyclate the pressure is down to changes in market conditions following alterations to Chinese national policy and is not a cost that the council can avoid. The move to potentially splitting out the Blue Bin material in to different streams at the kerbside, in line with the Charter will help to reduce the potential cost of processing but is unlikely to, under any of the circumstances to be modelled, generate the original saving proposed on top of the market related cost pressures noted above.

As well as the current market pressures facing the Blue Bin material the Scottish Government are currently consulting on the implementation of a Deposit Return Scheme for Scotland, which could be in place within 3 year. This scheme would see 70% to 80% of the containers (glass, plastic and metals) removed from the council collection streams into the national takeback scheme. Should this occur the value of the materials collected within a mixed blue bin, twin stream or kerbside sort system will drop considerably as the lower value materials will be left along with the paper and card. This has the potential to add additional cost pressures to Local Authorities along with significantly altering the business case for any changes to recycling systems. By working with Zero Waste Scotland, on the timescales provided the council can make sure that the latest national modelling of impacts from these changes is incorporated into the proposals put forward to enable the best value decision to be taken for West Lothian. Without this input there is a potential risk of implementing systems that fail to reach the levels of saving desired due to external factors that are known but not fully quantified.

E. CONCLUSION

With the council having rolled out our 140l landfill service, moved to the Whitehill Service Centre and continuing to face challenging financial circumstances from government funding and within the global recyclate markets it is clearly time to review and update our service standard and accept the assistance of Zero Waste Scotland to align our strategic direction with the national Charter. The proposed new Customer Service Standards align council processes and procedures with the sector's best practice in order to achieve a high performing and cost effective service and deliver on key savings measures. The signing of the Charter for Household Waste Recycling in Scotland will enable the council to unlock the support of Zero Waste Scotland to scope and propose options to deliver the maximum value from our dry mixed recyclate stream and other collection services. This process may also allow access to central government funding for the cost of transition which will be required to meet further Transforming Your Council savings proposals within the Recycling & Waste Service.

F. BACKGROUND REFERENCES

Environment PDSP Report 4 March 2015: Waste Analysis Update and Engagement Plan

Environment PDSP Report 29 October 2015: Sustainable Collection Service Charter for

Household Recycling in Scotland & Code of

Practice: <http://www.zerowastescotland.org.uk/content/charter-household-recycling>

Environment PDSP Report 30th October 2018

Appendices/Attachments:

Appendix 1: Customer Service Standards (proposed)

Appendix 2: Current Service Standards

Appendix 3: Waste Charter Collection Service Options

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4 DECEMBER 2018

Appendix 1: Customer Service Standards (proposed)

West Lothian Council Recycling & Waste Services Customer Service Standards					
Collection Commitment					
<p>The council commits to the following:</p> <p>Providing a regular scheduled collection, that provides sufficient capacity for each material stream. The time-window and collection point for the collections will be clearly communicated (for example “Containers will be collected from the kerbside by 7am on the day of collection”).</p> <p>Once waste or recycling is collected, operatives will return the collection container to within 1 vehicle length of the collection point, taking care to be neat and avoiding blocking access (i.e. they will avoid leaving containers in a position which blocks driveways or pedestrian access along the kerbside). In instances of bad weather (e.g. strong winds or flooding) operatives will return smaller containers (e.g. food waste caddies) to within the property boundary where possible or will lay containers flat on the ground depending on the conditions experienced.</p> <p>Where there are complaints related to irregular collections or return of containers, liaison will take place with specific crews and monitoring undertaken to ensure the issue is addressed.</p> <p>The council will ensure that call centre staff have access to up to date service schedule information and service policies to improve customer communication.</p> <p>Where possible, and where it is at no detriment operationally, the council will endeavour to provide same day collections so that each material stream is collected from a given household on the same day of the week (albeit with materials collected at different frequencies).</p>					
Collection Container Types and volumes					
<p>The council collect recyclable materials and landfill (residual) waste from householders at the kerbside using purpose built collection vehicle.</p> <p>Our collections are:</p>					
Collection Type	Materials collected	Container Size	Container Colour	Maximum number of container permitted	Collection frequency
Dry Mixed Recycling	Paper, Cardboard, Plastics and Metals	240 litre	Blue	2	Every 2 weeks
Food Waste	Cooked and uncooked food waste	23 litre	Green	2	Weekly
Garden Waste	Plant materials only	240 litre	Brown	2	Every 4 weeks
Landfill (Residual) Waste	Non-recyclable waste	140 litre	Grey	1*	Every 2 weeks
<p>*The council operate a collection service with a standard capacities for landfill/residual waste for all household other than those noted in the following section under 'Additional Capacity (landfill waste)'.</p>					
Recycling Contamination					
<p>In order to address the problems of contamination in the recycling bin:</p>					

The council will ensure that all collection crews are trained on what materials are to be accepted for recycling, the safe system of work for monitoring contamination, and any action resulting from the detection of contamination.

When collecting dry recycling the collection crew will:

Check for contamination of the container with unacceptable materials.

Provide communication to residents if unacceptable materials are presented so that they understand the range of materials that can be collected for recycling and the impact that contamination can have.

The recycling will not be collected if contamination is severe as it will have a detrimental impact on the quality of the whole load collected.

Definitions of the 'severity of contamination' and the steps that will be taken are outlined below:

Sticker/Hanger Colour	Procedure
<p>Severe contamination i.e. black bags and/or food waste and/or many items that are unacceptable are visible to the operative</p>	<p>Recycling not collected as it will contaminate the whole load collected. The container will have something appended to it (i.e. sticker, hanger, tag) advising the resident to sort their material correctly and then present the recycling for collection on the next scheduled collection day. Future collections should be monitored. The sticker, hanger, tag will contain information so that the resident can understand the range of materials that can be recycled. Future collections should be monitored.</p>
<p>Low levels of contamination i.e. Very few items that are unacceptable are visible to the operative</p>	<p>Where safe to do so the collection crew should collect the container taking note of the incident. The container will have something appended to it (i.e. sticker, hanger, tag) so that the resident can understand the range of materials that can be recycled. Future collections should be monitored.</p>

Instances of contamination will be recorded and monitored for future reoccurrence.

In cases of on-going severe contamination the council will adopt the following protocol:

In the first instance of severe contamination of the container the resident will be advised to sort their material correctly and then present the recycling for collection on the next scheduled collection day.

If the resident presents a severely contaminated recycling container again, or fails to sort the contaminated recycling presented previously, the container will again be stickered/tagged and be followed up with a written communication delivered to the property (i.e. a letter or leaflet). The aim of the communication is to try to understand and address the reasons for the misuse of service and where necessary to advise of any supporting policies (i.e. additional containers) where residents are unable to cope with the volumes of waste containers they have been supplied with.

If the resident presents a severely contaminated recycling container for a third time, or fails to sort the contaminated recycling presented previously, the container will again be stickered/tagged and

an officer from the council will make direct contact with the resident. The purpose of this contact will be to discuss the materials that can be recycled with the resident and, if necessary, carry out an inspection of the recycling container and non-recyclable container to demonstrate practical steps that the resident can take.

Where the resident continues to present recycling that is severely contaminated, upon exhausting all of the steps above, the recycling service will be withdrawn for a period of time and a follow up visit will be arranged at a later date to discuss the options for re-introduction of the service.

Food Waste: Household with access to kerbside

Where contamination of the food waste container occurs, the crews will not remove the contamination.

Where contamination is minimal (i.e. one plastic bag and/or film lid and/or small items of packaging) then the container will be collected. The container will have a sticker, hanger or tag appended to it so that the resident can understand the range of materials that can be recycled.

Where contamination is more serious (i.e. liquids/oils/a few or more items of packaging or other non-food items) the container will not be uplifted and the procedures set out for other recycling containers will be followed.

Excess or Side Waste Policy

Excess or Side Waste is:

- Excess or side waste is any material that is not within the confines of the provided wheeled bin. This can be loose or contained in bags but the defining point is that it has not been able to be presented in the provided container.
- Any 2 wheeled bin that cannot be moved by a single crew member to the point of collection will be deemed overweight.
- Where the waste has been placed in the wheeled bin but the lid cannot be easily closed by hand, this will be deemed to be an overfilled bin.

The consequences of placing excess/side waste or overfilled bins for collection will be:

- The excess/side waste or overfilled bins waste will not be collected on that occasion.
- Advice will be provided to the resident on what to do next.
- Advice will be given to the resident on alternative places to dispose of extra waste (i.e. recycling points or Community Recycling Centres).

A note of any incidents relating to excess/side waste or overfilled/overweight bins will be taken by the collection crew and passed to the supervisor.

A log of any incidents relating to excess/side waste or overfilled/overweight bins will be kept and maintained. This will be used to track any repeating patterns of behaviour to ascertain if further assistance is required.

Missed Collections

In order to avoid missed collections:

The council will clearly communicate when residents should present their containers for collection (e.g. before 7am on collection day). We will explain that the council cannot commit to specific collection times and that routing schedules may change. We will ask residents to leave any unemptied and unstickered/tagged containers at the collection point for 48 hours after the scheduled collection should have taken place.

The council will adopt a consistent definition which explains what determines a 'missed collection' and when it should be acted upon and reported.

A missed collection is defined as a container that has not been uplifted by 8pm on its scheduled collection day, where the container was out for collection by 7am.

Collection operatives will capture and report information on service issues specific to a property or group of properties which may have prevented collection from taking place as planned which is fed back through the Debrief Process and communicated to the Customer Service Centre.

For example:

- Severe contamination of recyclables
- Container not presented by the resident in time for the collection
- Local access issues (e.g. not being able to undertake an assisted collection due to a locked gate)
- Excess waste presented/local fly tipping
- Damaged containers

Issues affecting wider areas (e.g. heavy snow) will be reported by a supervisor/manager to the customer contact centre.

When a resident calls to report a missed collection prior to completion of the working day, initial notes will be taken and contact will be made with the crew carrying out that collection. However, the call will not be logged as a 'missed collection' until the day's work has been completed (i.e. after 8pm). Reports of missed containers will only be accepted and reported after the end of the collection day.

The procedure adopted at the Customer Service Centre (or on-line) will ensure that the crew reported information is checked and issues relayed to the customer to differentiate from genuine missed collections and contamination/other issues. The council will utilise its available IT technology to determine whether a bin is genuinely missed or not. For example if the vehicle can be seen in the street, using vehicle telematics, proceeding at a collection pace it will be assumed that any reported missed containers were not presented appropriately.

If deemed necessary in agreement with the resident, collection crews will endeavour to return to collect genuinely missed containers. The Council will arrange a suitable time for collection of the missed container and will endeavour to collect the container within 48 hours as per the Missed Collection Commitment.

Future plans

The council will look to improve the speed of customer feedback if the appropriate technology becomes available and is deemed efficient and effective at improving the customer experience.

Using such a system collection operatives will have the ability to capture and report real-time information to the customer contact centre on service issues that prevent collection e.g. vehicle breakdowns, blocked access to collection points (e.g. parked cars).

Integrated systems will be used to monitor operations, capture service data and address service issues.

For example, fitting containers with RFID (Radio-Frequency Identification) tags that are coded to an individual property can enable the council to monitor operations (e.g. delays to collections) as back office staff can check the progress of the collection vehicle and/or if individual bins have been emptied.

Handling Special Requests (Assisted Take Outs)

Where situations necessitate assistance in presenting recycling and waste containers for collection:

Assisted collections are for households where the residents are infirm, have a medical condition or a disability which prevents anyone in the household from presenting their waste and recycling containers to the designated collection point.

Applications are considered where there is no one in the property who can present the containers to the kerbside or designated collection point.

Residents will be required to complete an application for an assisted collection.

Designated collection points will be within the boundary of the resident's property and be agreed between residents and the council but must be fully accessible to both parties and follow the safest route to the collection vehicle. The location will be risk assessed to ensure that the most appropriate location is selected. In locations where the route to the collection vehicle is not safe, for example steps where the tread depth is less than the bin footprint or deep gravel, then alternative locations for the container or alternative collection methods will be required.

Once approved, the council will maintain an accurate and up-to-date list of properties where the resident requires assisted collections.

Collection crews will collect, and where necessary, return, the container from the agreed point of collection within the property boundary, determined following the risk assessment for the collection.

The council will inform the resident of their responsibility for maintaining safe access to the collection point for the collection crew.

The council will review properties receiving a collection at least every 2-years (from the date of application) to monitor whether assisted collections are still required.

Additional Capacity (landfill waste)

Medical Need

Where medical conditions necessitate additional capacity an additional 140 litre container will be provided free of charge following approval by St John's Hospital.

Non-medical Need

Where the reason for requesting additional capacity is not related to a medical condition, the council will carry out an assessment of the requirement for greater landfill waste capacity:

1. In the first instance if the property is not lived in permanently by 6 or more people or there are fewer than 2 children in nappies the council will inform them that no additional capacity for non-recyclable waste will be provided. Additional capacity for recycling will be offered where required.
2. If there are 6 or more permanent residents or 2 or more children in nappies within the property, the council will request that the resident complete a waste diary for an agreed period of time (1

collection cycle for non-recyclable waste, i.e. a 2 week period). The resident will be asked to record the wastes that they place in both recycling and non-recyclable waste containers. A 'Waste Diary' pack will be sent to the resident with instructions for completion and, where appropriate, a visit from a council officer will be provided to assist with the completion of the diary.

3. Upon completion and submission of a waste diary, a council officer will review this. Where appropriate to do so, the officer will visit the resident to provide further advice on what can be recycled and ways of reducing waste.

The additional capacity

If the assessment undertaken by St Johns or the council deems that the resident requires additional capacity for non-recyclable waste the council will deliver an additional 140 litre container.

This container will be identified in all circumstances with a red coloured lid 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.

Any additional capacity provided for medical or non-medical reasons will be time-limited and a review will be carried out periodically.

Replacing Containers

In instances where a replacement container is required:

Standard containers will be dealt with separately from specialist containers. Replacement containers will be delivered before the next collection or within 10 working days of notification, whichever is the greater (i.e. if the next collection is in 15 working days' time, the container will be delivered by then).

Standard containers are ones that are provided to individual properties. For example wheeled bins, caddies etc.

Specialist containers are ones that are used for communal properties or properties that are not on the typical kerbside collection service, such as assisted collections or medical collections.

The replacement of standard containers will be charged for at the current purchase price, to the council, unless due to one of the circumstances noted below.

Stolen Containers

If a resident suspects their container has been genuinely stolen or set on fire, they must report it to the local police station and a crime incident number must be obtained. The crime incident number must be quoted at the time the replacement container is requested, in order to be eligible for a free of charge replacement.

Containers damaged or missing during the collection process or through fair wear and tear

Collection crews will be required to report any bins falling into the collection vehicles and/or damaged during collection, and any containers that are unsafe due to fair wear and tear. These will be recorded in the debrief sheets and orders placed for delivery at the end of the shift and replaced at no cost.

Disruptions to Services

The council will communicate service disruptions:

Via social media channels and the council website.

Where possible this will include local media.

This timescales for when communication will take place will be designed to maximise awareness and minimise confusion.

The council will include with the communication the following information where possible:

- A definition of the disruption where possible and what changes can be expected;
- Information on when services are expected to return to normal; and
- Advise where the most up-to-date information can be found
- Encourage residents to speak to neighbours and friends to spread the message.

Planned Communication

The council will:

Complete a communications plan each year to plan its communications with residents.

Carry out communication activities annually in line with the communication plan.

As a minimum the following list, although not exhaustive, indicates the information that will be provided:

- Information on collection days/patterns will be provided online in an annual collection calendar.
- Information on what containers are to be used for recyclable and non-recyclable items.
- Information on what items can be recycled at kerbside or recycling points (yes/no lists for each container).
- Information on how to dispose of items that are not collected at the kerbside via HWRCs or reuse organisations.
- Information on what happens to materials that are collected for recycling.
- Where possible, information on any specific, local benefits of recycling.

The council will make routine service information available on its website.

The council will provide information for residents to inform them of planned variations (such as those resulting from seasonal holidays, bank holidays) or other changes or permanent changes to the normal service.

The council will have a programme of social media messaging within the Communication Plan.

Social media is an effective means of sharing positive messages and to normalise positive behaviours. Links should be made with any national campaigns to maximise the impact of the campaigns locally.

The council will promote the waste and recycling services regularly through Bulletin delivered directly to properties and/or made available online.

Communicating with Residents
The council will ensure that information regarding collection routes, service information, and clear instructions on what can and cannot be recycled are available online and updated at regular intervals.
Communicating Policies to Residents
All waste and recycling policies will be made available to residents online and any permanent changes to normal collections will be communicated in writing. The council will advertise, through local media and online, any changes due to the public holidays at Christmas and New Year.
Branding and Tone
The council will use local branding (Love West Lothian) on waste and recycling services and national branding only where it is deemed appropriate for each communication.
Preventing Litter and Fly tipping
<p>In order to discourage litter and fly tipping:</p> <p>The council will ensure there is a synergy between all the operational functions responsible for waste, cleansing and fly tipping. To promote more effective and efficient services by ensuring procedures within the different functions complement each other and work in parallel to avoid cross over or double handling of issues.</p> <p>For example:</p> <p>Cleaning any spillages during collection to avoid NETs cleansing crews being required to visit the same area;</p> <p>Ensuring NETs cleansing crews have a copy of the bulky uplift schedule so fly tipping is easier to identify.</p> <p>The waste collection services will be designed in a way so as to avoid accidental spillage or 'wind-blown' waste from collection containers or vehicles.</p> <p>This includes containers that are fit for purpose and the mechanisms in place for replacing damaged containers.</p> <p>Up-to-date collection calendars, on-line or paper based on request will be provided and advice on changes to collection schedules will be communicated to avoid containers being presented ahead of collection window.</p> <p>Advice will be provided to the public on presenting containers in adverse weather conditions.</p> <p>Collection vehicles are fit for purpose and are not open to materials escaping during collection rounds.</p> <p>Any spillages during collection rounds are cleared by the crew and equipment made available on the collection vehicle to aid this. If this is not possible, due to the nature or size of the spillage, this will be reported to NETs staff for clearance.</p>
Private Road Collection Policy
The council will provide kerbside refuse/recycling collections to properties located on a private road, only

if all of the following conditions are met:

1. the private road serves a settlement, or settlements, rather than sporadic individual properties (as a guide, a settlement is a grouping of six or more properties);
2. there is sufficient turning space for a refuse collection vehicle at the road end (i.e. a turning circle, t-junction or hammerhead), or if the vehicle can enter/exit the road by other safe means;
3. the condition of the road surface is acceptable for a refuse collection vehicle to access;
4. sufficient and safe access for the refuse collection vehicle is maintained (i.e. absence of overhanging branches / over grown bushes acceptable surface condition etc).
5. the owner of the private road agrees to indemnify the council (through a signed waiver) against any damage caused from reasonable use of the road by a refuse collection vehicle;
6. any bridges or other structures along the private road are certified by a competent person to be safe and meet West Lothian Council health & safety requirements. It is the responsibility of the owner(s) of the road to demonstrate the safety of these structures;

[Any locations suitability will be determined by the Recycling & Waste Services Manager, in discussion with the Roads & Transportation Services Manager]

As an exception to Condition 1, the council may choose to service properties on a private road, if the use of the private road provides operational advantages to the Council (i.e. a private road that connects two public roads or the use of a private road avoids vehicles stopping on hazardous stretches of public roads). Conditions 2-5 must still be met.

Bulky or Special Waste Collection Policy

To support the provision of the bulky and special waste collections:

Information about our bulky waste collection policy will be made available to residents online and it will include information on the types of waste that are accepted (e.g. no asbestos, sharps etc.) for bulky waste collections and instructions will be given on what to do with those wastes that are not accepted.

We will promote the use of the National Reuse Phone line wherever practicable and where there are organisations within the WL area which are willing/able to participate. For example, we will inform the WLC call centre of the National Reuse Phone line and ensure they understand the protocols for directing appropriate calls to it.

We will maximise reuse and recycling wherever this is feasible to do so within the local context. This requires collections of suitable wastes in non-compaction vehicles.

WEEE (including white goods, Large Domestic Appliances and fridge/freezers) will be collected in such a way that effective sorting of these materials can occur at a site. This will be carried out in a non-compaction vehicle.

Following collection, efforts will be taken to recycle and reuse bulky waste. This typically is carried out using mechanical and hand sorting processes.

Customers will be allocated a collection day when the uplift will take place to avoid occasions when items are presented ahead of collection leading to additional items subsequently being fly tipped alongside the authorised special uplift and to prevent damage to reusable items from bad weather.

Appendix 2: - Current Service Standards

West Lothian Council Waste Services (Service Standards)
Excess or Side Waste
<p>For health and safety reasons we will only collect containers with the lids fully closed.</p> <p>We will not collect waste outwith containers other than following extreme weather conditions which prevented us from emptying containers on the designated day. Any side or excess waste will be placed back in the bin.</p>
Bulky Uplifts and Special Waste
<p>We will tell customers when the collection date will take place. Collection will normally be within 5 working days of request. All requests must be pre-paid before collection;</p> <p>We will remove articles to be uplifted from the nearest point within the garden to the roadside;</p> <p>We will ensure that all articles are disposed of in accordance with current waste management legislation;</p> <p>Customers must specify all items to be uplifted and only these items will be uplifted (this is for risk and insurance purposes). All specified items must be group together.</p> <p>Instructions for how goods should be presented are provided as is a list of items incurring a separate charge.</p> <p>Special waste e.g. asbestos will be collected on request, but the householders will be expected to meet the cost of collection.</p>
Recycling Contamination
<p>If your bin contains materials other than those listed, we will advise you by placing a sticker on the bin. This bin shall not be uplifted along with the other recycling bins as it will contaminate the whole load. Contamination must be removed and placed in the grey bin.</p> <p>We will arrange to uplift the bin within 5 working days, once we have been notified that contamination has been removed.</p> <p>Households that continue to contaminate will be visited by the Council's Waste Management Officers who will offer advice on recycling.</p>
Additional Capacity
<p>Where there are 5 or more permanent residents within a household or more than 2 in nappies an additional 120 litres of capacity will be provided free of charge.*</p> <p>Where medical conditions necessitate additional capacity an additional bin or larger bin will be provided free of charge following approval by St John's Hospital.</p> <p>*there is a current exemption for Child-minding businesses where the 'permanent' resident's status is waived.</p>

Communicating Policies to the public

Any changes to your normal collection will be communicated in writing to the affected households at least 10 working days before they are due to occur

We will advertise, through local media, any changes due to the public holidays at Christmas and New Year.

This will be at least 10 working days in advance.

On the rare occasions when extreme weather conditions occur, please continue to leave your bin out on the kerbside. This waste shall be collected as soon as possible and at the latest on the following Saturday including any bagged waste, which has built up during this period.

Collection Commitment

We will provide a weekly collection service on a predetermined day.

Bins should be presented for collection by 07:00 on required day.

Missed Collections

If your bin contains materials other than those listed, we will advise you by placing a sticker on the bin. This bin shall not be uplifted along with the other recycling bins as it will contaminate the whole load. Contamination must be removed and placed in the grey bin.

We will arrange to uplift the bin within 5 working days, once we have been notified that contamination has been removed.

Households that continue to contaminate will be visited by the Council's Waste Management Officers who will offer advice on recycling.

Handling Special Requests

When requested we will assess the householder for an assisted collection, whether it is a permanent or temporary situation. This assessment will take place within 5 working days of the request being submitted.

Once a request has been received, we will provide the method of clinical waste collection, as advised by St John's Hospital.

We will collect clinical bins on a fortnightly basis; they should be presented alongside the grey bin.

Orange bags, for infectious waste, will be collected weekly. These bags are provided free of charge.

Provision of a clinical waste service will be actioned within 5 working days of authorisation from St John's Hospital.

Replacing Containers

Missing bins- if your bin has gone missing please contact us to ascertain whether or not the collection vehicle has uplifted it. If the bin has been uplifted by accident, we will action a replacement.

If your bin is suspected stolen, it must be reported to the local police station where a crime incident number must be obtained. Thereafter we should be contacted to request a replacement bin. You will be asked at this stage to quote the crime incident number.

Damaged bins – this should be reported to us, so that we are able to arrange a replacement.

All replacement bins may not be new as we repair and reuse wherever possible. Any bin beyond repair is recycled.

We will provide your replacement bin within 5 working days.

Preventing Litter and Fly tipping

We will clean up any spillage, from bin or vehicle, caused by council employees as a result of carrying out this service. If possible this will be carried out immediately; otherwise it will be carried out within 24 hours.

Communicating with the public

Any changes to normal collection will be communicated in writing to the affected households at least 10 working days before changes are due to occur.

Planned Communication

We will provide householders with a calendar stating the schedule for collection

Disruptions to Services

On the rare occasions when extreme weather conditions occur, please continue to leave your bin out on the kerbside. This waste shall be collected as soon as possible and at the latest on the following Saturday including any bagged waste, which has built up during this period.

Appendix 3: - Waste Charter Collection Service Options

Option	Residual	Paper	Card	Plastics	Metal	Glass	Food Waste	Garden Waste	Vehicle
1 Co-mingled (houses)	 Fortnightly		 Fortnightly			 Fortnightly	 Weekly	 Fortnightly	Dedicated vehicles for refuse, recycling, glass and garden waste. Food waste collected on separate 7.5T vehicles.
	 Fortnightly		 Fortnightly			 Fortnightly	 Weekly	N/A	
2 Kerbside sort (houses)	 Fortnightly			 Weekly	 Weekly		 Weekly	 Fortnightly	Dedicated vehicles for refuse and garden waste. Recycling and Food waste collected on modern stillage vehicles.
	 Fortnightly		 Fortnightly			 Fortnightly	 Weekly	N/A	
3a Enhanced Kerbside sort	 Fortnightly			 Weekly			 Weekly	 Fortnightly	Dedicated vehicles for refuse and garden waste. Recycling and Food waste collected on modern stillage vehicles.
3b Enhanced Kerbside sort	 3 weekly			 Weekly			 Weekly	 Fortnightly	
4a Enhanced Kerbside sort - No Garden Waste Change	 Fortnightly			 Weekly			 Weekly	 As current service provision	Dedicated vehicles for refuse and garden waste. Recycling and Food waste collected on modern stillage vehicles.
	4b Enhanced Kerbside sort - No Garden Waste Change	 3 weekly			 Weekly		 Weekly	 As current service provision	

<p>5a enhanced kerbside sort, fortnightly co-mingled food & garden waste</p>	 140 Ltr. Fortnightly		 Weekly	 240 Ltr. Fortnightly	<p>Dedicated vehicles for refuse. Recycling collected on modern stillage vehicles. Food and Garden waste collected co-mingled in RCVs.</p>
<p>5b enhanced kerbside sort, fortnightly co-mingled food & garden waste</p>	 240 Ltr. 3 weekly		 Weekly	 240 Ltr. Fortnightly	
<p>6a Enhanced kerbside sort, 4-weekly paper & card</p>	 140 Ltr. Fortnightly	 240 Ltr. 4 weekly	 Weekly	 Food Waste Weekly	<p>Dedicated vehicles for refuse, garden waste and paper/card. Recycling and Food waste collected on modern stillage vehicles.</p>
<p>6b Enhanced kerbside sort, 4-weekly paper & card</p>	 240 Ltr. 3 weekly	 240 Ltr. 4 weekly	 Weekly	 Food Waste Weekly	