

## Contamination Policy

# APPENDIX 1

### 1.0 Purpose of Policy

Contamination of recycling bins is a significant problem for Glasgow City Council. It has widespread impacts for the Council including:

- Increased budget requirements for processing and disposal of contaminated loads
- Barrier to improving recycling performance
- Residents disengage with service residents

This policy aims to resolve some of these issues by developing an agreed way to address the issue of contamination and provide clarity for staff, elected members and householders on how and why contamination will be addressed.

### 2.0 Materials Accepted Within Recycling Bins

The following materials are accepted within the respective recycling bins. A detailed list of materials targeted for collection within each bin is provided within Appendix 1.

<b>Bin Type</b>	<b>Material Collected</b>	<b>Property Type</b>
Blue	Co-Mingled recycling	All
Brown*	Food and garden waste	Houses
Purple	Glass bottles and jars	Houses
Grey	Food waste	Flats
Green	General Waste	All

*\*currently trialling a brown bin collection in a small amount of flatted properties*

### 3.0 Charter for Household Recycling & Code of Practice (CoP)

In February 2019, at the Environment, Sustainability and Carbon Reduction City Policy Committee, the Council agreed to sign the Charter for Household Recycling. The Code of Practice (CoP) supports the implementation of the Charter.

The CoP provides guidance on policies important in supporting collection services to assist maximising the quantity and quality of material collected for recycling. This policy utilises the guidance within the CoP to ensure a consistent approach is adopted across all collection services and is monitored and managed accordingly.

### 4.0 Staff Training

Neighbourhoods, Regeneration and Sustainability will commit to ensure all collection crews receive appropriate training on:

- the materials accepted within the respective recycling services
- resident engagement
- procedures for a safe system of work while monitoring for contamination
- the process of tagging bins and recording contamination in vehicles

- action undertaken as a result of contamination being recorded and reported by collection crews

Toolbox talks are regularly undertaken by managers/supervisors and where deemed appropriate these will continue to be used along with other training content e.g. Videos, Online content & notices.

Contamination reporting by collection crews will be reviewed by the resource and recycling team on a regular basis. Feedback on the results of any action(s) taken by the team will be provided to the collection crews and depot management. This will be communicated via toolbox talks on a quarterly basis.

## 5.0 Step-by-Step Process for Collection Crews

Similar to many other major cities, Glasgow has a mix of property types: front and back door, multi-storey and tenements/flats. Glasgow's main housing stock is flatted dwellings which currently accounts for over 60% of properties.

This policy provides details on how the council will seek to improve recycling rates within all dwelling types.

When servicing the different recycling bins, the collection crews will:

- Lift the lid of the bin and check the container for unacceptable material. Collection crews are not expected to sift through material within the bin.
- Provide communication to householders if unacceptable material has been presented within a bin. This includes attaching a tag to bins and, if a householder is present at the time, verbal communication.
- Report to the driver of the vehicle the presence of contamination and from which address.

The driver of the refuse collection vehicle will:

- Record the presence of contamination for individual addresses on the in-cab device.
- Where it is not obvious which individual address has contaminated the bin, the nearest address location will be recorded.

## 6.0 Levels of Contamination

Three different levels of contamination may occur within recycling bins, which have been identified within the Code of Practice for the Charter for Household Recycling and Zero Waste Scotland guidance. These are highlighted in the table below and identifies the process that should be adopted by collection crews on the identification of each level of contamination.

Contamination Level	Description of Contamination	Process to Follow
Severe	Black bags of general waste and/or food waste and/or many items that are unacceptable and are visible to the operative	<ol style="list-style-type: none"> <li>1. Do not empty bin</li> <li>2. Attach contamination tag. The tag will inform residents to remove contamination from the bin which will then be collected at the next scheduled uplift.</li> <li>3. Record contamination on in cab device. Individual address or nearest location to be recorded</li> <li>4. Future collections monitored by resource and recycling strategy team.</li> </ol>
Moderate	Items that are unacceptable and are visible to the operative	<ol style="list-style-type: none"> <li>1. Where safe to do so, the collection crew should remove contamination and collect the recycling.</li> <li>2. Where removal is not practical the bin should not be emptied.</li> <li>3. Attach contamination tag. The tag will inform residents to remove contamination from the bin which will then be collected at the next scheduled uplift.</li> <li>4. Record contamination on in cab device. Individual address or nearest location to be recorded</li> <li>5. Future collections monitored by resource and recycling strategy team.</li> </ol>
Low	Very few items that are unacceptable are visible to the operative	<ol style="list-style-type: none"> <li>1. Collection crew should empty the container</li> <li>2. No requirement to record</li> </ol>

A list of the materials accepted and not accepted within each bin is provided in Appendix 1. An example of contamination tags is provided within Appendix 2.

## 7.0 Process for Managing Contamination

Where instances of on-going severe contamination have been identified within a bin, NRS collection teams and resource and recycling strategy teams will adopt the protocol below.

Frequency of severe Contamination	Action Taken	Responsible Team / Other
First Occurrence (covering two scheduled collections)	<p>Contamination tag tied to the bin</p> <p>Report contamination to driver and driver records incident on in-cab device</p> <p>Bin should be presented at next scheduled collection date by the resident, with contamination removed. For flatted properties the bin must be stored at agreed collection location.</p>	<p>Collection operative</p> <p>Collection operative and driver</p> <p>Resident</p>
Second Occurrence (covering two scheduled collections)	<p>Contamination tag tied to the bin</p> <p>Report contamination to driver and driver records incident on in-cab device (individual address or nearest location)</p> <p>Daily report generated and communication sent to property – letter and instructional recycling leaflet</p> <p>Bin should be presented at next scheduled collection date by the resident, with contamination removed. For flatted properties the bin must be stored at agreed collection location.</p>	<p>Collection operative</p> <p>Collection operative and driver</p> <p>Resource and recycling strategy team</p> <p>Resident</p>
Third Occurrence (covering two scheduled collections)	<p>Contamination tag tied to the bin</p> <p>Report contamination to driver and driver records incident on</p>	<p>Collection operative</p> <p>Collection operative and driver</p>

Frequency of severe Contamination	Action Taken	Responsible Team / Other
	<p>in-cab device (individual address or nearest location)</p> <p>Daily report generated and communication sent to property– 2<sup>nd</sup> letter</p> <p>Bin should be presented at next scheduled collection date by the resident, with contamination removed For flatted properties the bin must be stored at agreed collection location.</p> <p>Council officer shall visit the householder to provide advice on target materials accepted within the bin</p>	<p>Resource and recycling strategy team</p> <p>Resident</p> <p>Resource and recycling strategy team</p>
Additional Occurrence	<p>Upon exhausting all steps above GCC will withdraw the service. Residents will be notified of their options including locations of public recycling sites.</p> <p>Residents/property owners/factors can request the recycling service to be reinstated by making a request via GCC website.</p>	<p>Resource and recycling strategy team</p> <p>Residents/property owners/factors</p>

Contamination within bins from flatted properties present more issues and regular liaison with Housing Associations, Factors and Registered Social Landlords will be undertaken to assist with the process of communicating with their tenants, to contribute towards reducing the occurrences of contamination.

A separate procedure will be adopted for managing contamination within recycling bins from commercial properties.

## 8.0 Reporting Process for Managing Contamination

After bins have been serviced and any contamination has been recorded and managed by the collection crews, office staff will collate the information gathered by crews and use to report internally for senior management, to contact residents/housing associations and to provide feedback to collection crews on the action taken as a result of their monitoring.

The table below summarises the reporting process.

<b>Report Content</b>	<b>Action Taken</b>	<b>Responsible Team / Other</b>
Daily contamination recorded by collection crews	Send separate report to resource and recycling strategy, collection operations and commercial team	Performance and information management unit.
Daily contamination report	Issue letter / leaflet to resident and, if required, for flatted properties. Inform relevant housing association/factor	Resource and recycling strategy team
Update Report	Feedback to collection crews and depot management on action taken	Resource and recycling strategy team

## 9.0 Timescale for Review

This policy will be impacted by changes to legislation or national policy/guidance and changes to Council collection services, including materials accepted within respective bins and will be reviewed every two years.

## Appendix 1

### **Blue Recycling Bins (Dry Mixed Recycling) – All Properties**

<b>Blue Bin Material Category</b>	<b>Materials Accepted in Blue Bin</b>
Paper and Cardboard	Newspapers
	Magazines and catalogues
	Office and shredded paper
	Directories
	Large and small cardboard boxes for example, cereal, detergent boxes and packaging
	Wrapping paper (no plastic foil or glitter)
	Greetings cards - no glitter
	Junk mail
	Letters and envelopes
	Pamphlets
	Corrugated cardboard
	Toilet and kitchen roll tubes
Plastic Bottles	Plastic cleaning products bottles
	Plastic food and drink bottles
	Plastic tablet and medicine bottles
	Plastic toiletry bottles
Tins and Cans	Tins
	Empty aerosols
	Drink cans
	Chocolate and biscuit tins and metal lids

<b>Materials Not Accepted in Blue Bins</b>
Plastic bags
Batteries
Cardboard contaminated with food e.g. pizza box bases, disposable cardboard cups
Bubble wrap
Plastic disposable cups and straws
Plastic pots, tubs and trays including lids and tops
Polystyrene and plastic netting
Pots, pans and trays
Small and Large Electricals
Tissues, napkins and kitchen towels
Wallpaper
Cutlery
Gas bottles
Greeting cards - no foil or glitter
Hard plastics - for example plastic toys
Hardback books

<b>Materials Not Accepted in Blue Bins</b>
Liners and cling-film
Oil and paint cans
Padded envelopes

***Brown Bins (Food Waste and Garden Waste) – Kerbside Properties***

<b>Brown Bin Material Category</b>	<b>Materials Accepted in Brown Bin</b>
Food Waste	Food Leftovers
	Bread
	Cakes and biscuits
	Dairy products
	Fish
	Bones and shells
	Fruit and peelings
	Meat and bones
	Pet food
	Rice and pasta
	Tea bags and coffee grounds
	Vegetables and peelings
Garden Waste	Tree bark and pruned branches
	Clippings and twigs
	Grass and weeds
	Leaves and flowers

<b>Materials Not Accepted in Brown Bin</b>
Cartons
Cat litter, pet waste and animal bedding
Cooking oil
Food in packaging
Liquids
Rubble
Soil
Turf
Animal faeces

**Purple Bins (Glass Bottles and Jars) – Kerbside Properties**

<b>Materials Accepted in Purple Bin</b>
Glass food and drink bottles and jars
Glass condiment bottles and jars
Glass toiletry and perfume glass bottles

<b>Materials Not Accepted in Purple Bin</b>
Drinking glasses
Light bulbs
Pyrex
Windows, mirrors and broken glass

**Grey Bin (Food Waste Only) – Flats**

<b>Materials Accepted In Grey Bin</b>
Bones and shells
Bread
Cakes and biscuits
Dairy products
Fish
Fruit and peelings
Leftovers
Meat and bones
Pet food
Rice and pasta
Tea bags and coffee grounds
Vegetables and peelings
Bones and shells

<b>Materials Not Accepted In Grey Bin</b>
Animal faeces
Cartons
Cat litter, pet waste and animal bedding
Cooking oil
Food still in packaging
General waste
Liquids

Appendix 2 – Sample Contamination Tags

www.glasgow.gov.uk/recycling



For more information  
visit our website  
www.glasgow.gov.uk/recycling



**recycle for Glasgow**  
ath-chuirich do Ghlaschu

## You've bin tagged

We could not collect all your recycling today as your bin contained the wrong items.

Please remove any incorrect items and put your bin out on your next scheduled collection day.

For information on what you can put in your bin check the back of this tag.



www.glasgow.gov.uk/recycling

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ath-chuirich do Ghlaschu



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ath-chuirich do Ghlaschu

## Think before you bin – can it be recycled?

**Dry Mixed Recycling –  
collected every 2 weeks**



- ✓ Paper
- ✓ Cardboard
- ✓ Plastic Bottles
- ✓ Tins
- ✓ Cans

All items should be loose and rinsed

**Food and  
Garden Waste –  
collected every  
2 weeks**



**Glass Bottles  
and Jars –  
collected every  
8 weeks**



www.glasgow.gov.uk/recycling

### **Appendix 3 – Images of Contamination**

#### **Low Contamination**

Very few items that are unacceptable are visible to the operative



#### **Moderate Contamination**

Several items that are unacceptable are visible to the operative



#### **Severe Contamination**

Black bags of general waste and/or food waste and/or many items that are unacceptable are visible to the operative

