

Provision of Recycling & Refuse Containment to Domestic Properties

1. Introduction

- 1.1. Neighbourhoods, Regeneration and Sustainability (NRS) provide a recycling and general waste collection service to approximately 320,000 domestic properties across the city.
- 1.2. The method of recycling and refuse collection differs dependant on the property type. The city has three main types of housing stock, namely, kerbside / houses (with their own front and back door), flats/tenements and multi-storey properties.
- 1.3. The collection service for household waste and recycling within the city is aligned to the Waste (Scotland) Regulations 2012. In February 2019 the Council signed the Charter for Household Recycling and will align collection services to the Code of Practice supporting the Charter from 2023/24.

2. Kerbside Service

- 2.1. Kerbside properties are defined as those households who currently place their bins for collection at the edge (kerbside or lane) of their properties on a scheduled collection cycle. The properties within this group include detached, semi-detached, four-in-a-block, terraced and bungalows.
- 2.2. Glasgow City Council will provide the following containers for recycling and waste collection:
 - Residual / non-recyclable waste - one 240 litre green wheeled bin (charges apply – see section 11)
 - Comingled recycling - one 240 litre blue wheeled bin
 - Organic garden waste and food waste - one 240 litre brown wheeled bin
 - Glass bottles & jars - one 140 litre purple wheeled bin
- 2.3. To assist with the management of food waste and transferring to the brown bin, a 5 litre kitchen caddy is also provided.

3. Flats/Tenements:

- 3.1. A standard tenement/flat backcourt or bin area will have the following containers for eight flats within the close:
 - Residual / non-recyclable waste - Six green 240 litre wheeled bins.
 - Comingled recycling - Four blue 240 litre wheeled bins
 - Food waste - One grey 240 litre wheeled bin
- 3.2. Larger bin containment may be provided to the rear of properties, primarily where space permits and crews do not access the bin storage area via closes, but via opened gable ends, or other access arrangements. Larger bins may comprise 770 litre, 1,100 litre, 1,280 litre for both general waste and the storage of dry mixed recycling (blue bins).
- 3.3. Where access to traditional bin storage areas presents operational issues e.g. moving bins up and down stairs or gradients, which make it unsafe to service bins by collection crews, bins may be located at the front of properties. In these instances, each property will be assessed individually, and operational decisions made on where to locate bins.
- 3.4. Due to persistent issues with contamination, some tenement closes have had the 240 litre wheeled bin for food waste removed from the bin storage area at the rear of the property and larger 500 litre communal bins have been located near to the front of the property or at local public recycling sites.

4. Multi-Storey Properties

- 4.1. Residents within these property types can dispose of their waste via waste disposal chutes located on landings, or via bins located within bin storage rooms.

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- 4.2. Residual / Non-Recyclable Waste bin types vary dependent on location but may comprise 820 litre, 940 litre, 1,100 litre and 1,280 litre wheeled bins
- 4.3. Recycling services are provided via the provision of communal bins, which may be located within the curtilage of the multi-storey, or a nearby location. This will include:
- Comingled Recycling - 1,280 litre blue wheeled bins.
 - Glass - 1,280 litre green/purple bins wheeled bins
 - Food Waste - 500 litre grey bins.

5. Presentation, Storage & Collection

5.1. Kerbside

- 5.1.1. Collection dates for all domestic services are detailed on a collection calendar which is available on the Council website.
- 5.1.2. Householders must place their refuse and recycling in the appropriate designated container provided by GCC, or purchased from a retailer, to ensure that containers meet British Standard EN840 and are compatible with the lifting equipment on the refuse collection vehicles and to meet relevant health & safety standards.
- 5.1.3. Householders are responsible for ensuring the correct materials are deposited in the appropriate bin
- 5.1.4. The householder is required to present the appropriate bin(s), with the lid closed, at the kerbside (or agreed collection location) by 7:00 am on the morning of collection.
- 5.1.5. Bins should be presented so they do not cause obstruction to pedestrians or road users.
- 5.1.6. The collection crew will not return for bins that are not presented in time. Bins not presented in time for collection should be returned to the storage location and re-presented on the next scheduled collection day.
- 5.1.7. Side waste or excess waste will not be accepted i.e. excess bags, cardboard boxes etc other than in circumstances communicated by the Council.
- 5.1.8. Overfilled and/or excessively heavy bins will not be emptied as they present health and safety implications for collection operatives. The resident should remove the items and correctly re-present their bin on the next scheduled collection day.
- 5.1.9. Any excess recyclables or non-recyclable waste that cannot be accommodated within the appropriate bin(s) can be taken to a Household Waste Recycling Centre (HWRC). Details of the HWRC are available on the Council website.
- 5.1.10. When not presented for collection, bins must be stored, where possible, within the perimeter of the property i.e. bin store, garden etc.
- 5.1.11. Bins must be removed by the householder from the pavement/collection point and returned to storage location as soon as practical after emptying i.e. the same day as collection.
- 5.1.12. Residents are advised to identify their bins with a house name or number.
- 5.1.13. The cleanliness of bins (inside and out) remains the responsibility of the resident and they should be maintained in a clean and hygienic condition at all times. Unclean or unhygienic bins may not be emptied.
- 5.1.14. After bins are emptied by collection crews, bins will be returned to the original collection point, or within one refuse collection vehicle length of this location, ensuring adequate space for pedestrian movement and vehicle access to properties is maintained.
- 5.1.15. Access for the refuse collection vehicle should be maintained on collection days. Failure to do so may result in a missed collection. Repeated missed bins due to access issues will result in a review of collection arrangements.

5.2. Flats / Tenements

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- 5.2.1. Residents in these properties are not currently required to present bins to the pavement. Bins serviced by collection crews transfer the bins from backcourts or bin storage areas to the refuse collection vehicle. Some local arrangements are in place with individual Housing Associations where bins are presented to the pavement on behalf of their tenants.
- 5.2.2. Householders must place their refuse and recycling in the appropriate designated container provided by GCC to ensure that containers meet British Standard EN840 and are compatible with the lifting equipment on the refuse collection vehicles and to meet relevant health & safety standards
- 5.2.3. Overfilled and/or excessively heavy bins will not be accepted. Bins with items wedged into them will not be emptied as they present health and safety implications to collection operatives. The resident should remove the items and correctly re-present their bin on the next scheduled collection day.
- 5.2.4. Any excess recyclables or non-recyclable waste that cannot be accommodated within the appropriate bin(s) can be taken to a Household Waste Recycling Centre (HWRC). Details of the HWRC are available on the Council website

5.3. Multi-Storey Flats

- 5.3.1. Collection crews will service bins from the bin storerooms or from the location of the communal public recycling points. It is the responsibility of the housing association, factor, or property owner to ensure that the bins stores are maintained to ensure safe access.

6. Missed Collections

- 6.1. A missed bin collection occurs when a bin has not been emptied after 6pm on the scheduled collection day.
- 6.2. Missed bins may occur for a variety of reasons, including:
 - Bin was not placed on the kerbside from 7am (kerbside properties only)
 - Incorrect presentation
 - Recycling bin is contaminated e.g. items/materials which should not be put in the bin, are in the bin. Any wrong material placed within the bin, will need to be removed before the next scheduled collection
 - Bins are overloaded and the bin lid is not fully closed
 - Bad weather e.g. snow, ice, high winds, has caused a delay in collections
 - Roadworks/parked cars have prevented refuse collection vehicles gaining access to a location
 - Breakdowns have been experienced with the refuse collection vehicle which has necessitated a revised collection time
- 6.3. When operational issues are experienced which results in delays to scheduled collections, information will be provided on the Council website for streets/areas impacted by the delay, providing guidance for residents and highlight revised collection timescales.

7. Contamination of Recycling Bins

- 7.1. Contamination of recycling bins occur when the wrong material is placed within the bin. Only waste or target recycling materials, as detailed on the Council website or instructional leaflets provided to residents, will be accepted within the respective bins;
 - Green Bin - Residual / Non-Recyclable Waste
 - Blue Bin - Comingled Recycling – mixed papers, cardboard, plastics bottles only, aluminium or steel food and drinks cans
 - Brown Bin - Organic garden waste and food waste (predominantly houses only with some exceptions)
 - Purple Bin - Glass bottles & jars
 - Grey Bin – Food waste (flats only)
- 7.2. Householders are responsible for the waste and recycling that is contained within their bins.
- 7.3. Contaminated bins will not be emptied as they can negatively impact the quality of other materials collected within the vehicle. Procedures for contaminated bins are addressed within the Contamination Policy.

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- 7.4. A return collection service will not be provided for contaminated bins, and they will be emptied on the next scheduled collection, provided the contaminants have been removed by the householder.

8. Assisted Collections

- 8.1. An assisted collection service is provided when, due to age or a physical / medical condition, no member of a household can present or retrieve their own bin(s) to and from the kerbside and have no other means of support to do this. Assisted collections are not provided to residents within flatted properties as collection crews collect and return bins from bin storage areas.
- 8.2. Applicants must provide evidence in support of their application. A Council officer may visit households to check eligibility when applications are made for this service.
- 8.3. Bins will be collected from an agreed location within the perimeter of the property. All properties are risk assessed by a Council officer to determine the manual handling risks associated with collecting and uplifting bins. Should a perceived risk be identified, alternative solutions will be investigated.
- 8.4. Residents must ensure the bin storage area is easily accessible to the collection crew. Gates should be unlocked and in good working condition to allow access.
- 8.5. Assisted collections will be reviewed on an annual basis. If a household's circumstances change and, as a result, they no longer need an assisted collection, residents must inform the council so that records can be updated.
- 8.6. Householders receiving an assisted collection service will be supplied with "assisted collection" stickers to help collectors identify containers that are to be collected. It is the householder's responsibility to affix the stickers to their bin(s).

9. Additional / Larger / Smaller Bins

- 9.1. Glasgow City Council has a standard bin provision for kerbside properties and the sizes are provided in Section 2.2.
- 9.2. Where a householder is unable to accommodate the number and size of bins identified in Section 2.2 due to reasons of access, an alternative collection system may be considered subject to the approval of management within Neighbourhoods, Regeneration and Sustainability (NRS).
- 9.3. Except for recycling bins, additional bins for general waste will not be provided. The capacity of bins identified in Section 2.2 will meet most householder's needs. If a householder finds they regularly have insufficient capacity, the provision of a larger bin would be considered in certain circumstances, as outlined in this section.
- 9.4. The Council will aim to ensure bin capacities align with the volumes stipulated within the Code of Practice supporting the Charter for Household Recycling.
- 9.5. Smaller capacity bins than those identified in Section 2.2 for the different materials will be considered on a case-by-case basis.
- 9.6. **Additional Non-recycling Capacity** - The Council is seeking to promote and encourage recycling and will not automatically provide a larger green bin for residual waste.
- 9.7. At kerbside properties, if the household meets the criteria for a larger green bin, only one larger green bin will be provided and emptied at each collection. The larger (360 litre) green bin is exchanged for the smaller (240 litre) green bin. Additional bins will not be emptied.
- 9.8. The Council will consider providing additional capacity for non-recyclable waste to households in the following circumstances:
- five or more permanent residents in the household
 - non-recyclable healthcare waste is generated
 - two or more children aged three or under in disposable nappies

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- 9.9. Additional capacity (a larger 360lt bin) will only be provided on evidence that the householder is making full use of the kerbside recycling services. Householder's may be subject to a visit by a NRS officer to ensure the use of recycling bins are maximised.
- 9.10. Householders must notify the Council if circumstances change which may alter their eligibility for additional non-recyclable waste capacity.
- 9.11. **Medical Circumstances** - Where the medical circumstances of one or more persons residing within a household result in excess residual waste e.g. incontinence pads being generated which cannot be accommodated within a 240 litre wheeled bin collected on a three weekly basis, a larger 360 litre wheeled bin may be provided.
- 9.12. The right is reserved to request a medical certificate from a householder's general practitioner supporting the need for a larger bin. If required, the householder will be responsible for obtaining the medical certificate.
- 9.13. **Large Households** - A large household is considered to have five or more persons residing within the household on a permanent basis.
- 9.14. Where a household produces excess residual waste which cannot be accommodated in a 240 litre wheeled bin, collected on a three weekly basis, the provision of a larger 360 litre bin may be provided. This will be subject to the household maximising the use of their recycling bins and will be at the discretion of NRS management.
- 9.15. For households who experience temporary but frequent increases in the number of persons residing within the household on a full time (temporary) or part-time basis e.g. foster carers, additional capacity will be considered.
- 9.16. Householders will be required to notify NRS of any changes to the composition of their household, which affects their entitlement to a larger 360 litre.
- 9.17. **Nappies** - Where a household produces excess residual waste which cannot be accommodated in a 240 litre wheeled bin collected on a three weekly basis, and which arises from more than one child residing in the household being in disposable nappies (or two children under three 4 years old using disposable nappies), the provision of a larger 360 litre bin for residual waste may be provided at the discretion of the NRS Management.
- 9.18. Additional capacity will only be provided where there is more than one child under the age of three residing within the household who uses disposable nappies.
- 9.19. The provision of additional capacity will be recorded with the ages of the infants residing in the household. This record will be reviewed on an annual basis and when a household no longer has more than one child under the age of four years, the 360 litre green bin will be removed and a 240 litre green bin provided, as noted within section 2.2.
- 9.20. Householders will be requested to notify a NRS representative of any changes to the composition of their household, which effects their entitlement to additional capacity for a larger green bin.
- 9.21. Residents can apply for a larger green bin via the website. Residents are required to complete an online form and must satisfy one of the criteria listed above. Residents unable to use the website can phone the call centre on 0141 287 9700.
- 9.22. **Additional Recycling Capacity** - As the Council wishes to promote and encourage recycling, requests for increased capacity for recycling bins may be considered in certain circumstances.
- 9.23. Additional capacity will only be provided on evidence that the householder is making full use of the kerbside recycling services.
- 9.24. Applicants are required to provide evidence in support of their additional recyclable waste capacity application.

10. Unadopted / Private Lanes / Roads, Access Road Specifications

- 10.1. Refuse Collection Vehicles will only provide waste and recycling collections to properties situated on a private and / or unadopted road if the following conditions are met:

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- 10.2. The private road serves a settlement, or settlements, rather than isolated individual properties (as a guide, a settlement is a grouping of six or more properties).
- 10.3. The road is constructed to withstand a gross vehicle weight of 26 tonnes and axle loading of 11.5 tonnes. Features in the road situated, such as manhole covers, gratings, must also be capable of withstanding these loads.
- 10.4. There is sufficient space for a refuse collection vehicle to safely access and egress; with adequate space to turn, if applicable (i.e. a turning circle, T-junction or hammerhead).
- 10.5. The surface must be in a condition deemed acceptable by the Council and this standard must be maintained (i.e. any surface deterioration such as ruts or potholes must be improved and the road must be cleared/treated in adverse weather).
- 10.6. Sufficient and safe access for the refuse collection vehicle on collection day (i.e. absence of overhanging branches/overgrown bushes, no parked cars restricting space available to perform manoeuvres).
- 10.7. The owner(s) of the private road agrees to indemnify the Council against any damage caused from reasonable use of the road by a refuse collection vehicle.
- 10.8. Failure to meet any of the above conditions will prevent the refuse collection vehicle from servicing bins and result in collection arrangements being reviewed.

11. Bin Charges

- 11.1. Depending on the circumstances residents may be expected to purchase a green general waste bin or arrange for the landlord or factor to request a replacement bin(s) of a communal nature where ownership cannot be attributed to one household.
- 11.2. Occupiers of new houses are required to supply a green (general waste) coloured wheeled bin with a capacity not greater than 240 litres. Only one green 240 litre bin will be serviced on every collection cycle by collection crews. Bins should comply with British Standard EN840 to ensure they are able to be emptied safely and efficiently by collection vehicles. Green general waste bins can be purchased from Glasgow City Council or from retailers but must meet British Standard EN840.
- 11.3. The Council is unable to collect bins which are not compatible with the collection vehicles. Consequently, it is in householders' interests to confirm that any bins they purchase are suitable. The Council can supply and deliver a wheeled bin for a charge.
- 11.4. If a general waste bin needs replaced due to 'wear and tear, then a charge will be made for a replacement.
- 11.5. Charges for the provision of new or replacement general waste bins are contained within the Book of Charges which is reviewed on an annual basis and is available on the Council website.
- 11.6. Charges for the replacement of communal general waste bins (various sizes) from flatted properties is via the housing association, factor or landlord.
- 11.7. No charge will be levied for the supply, replacement of, or additional recycling bins, however, this will be kept under review.

12. Damaged / Lost / Stolen Bins

- 12.1. If a green general waste bin has been damaged, lost, or stolen, residents will be required to purchase a new bin.
- 12.2. Bins that have been damaged by Council staff or have fallen into a refuse collection vehicle will be replaced at no cost to the householder.
- 12.3. Residents within flats / tenements will need to liaise with their housing association, factor or landlord to arrange for the purchase (in the case of a green general waste) and delivery of replacement communal bins.

13. Public Recycling Points & Household Waste Recycling Centres

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- 13.1. In addition to the provision of recycling services direct to households, there is a network of public recycling points across the city. Dependent on the location, bins are available for dry mixed recyclables, glass bottles/jars, textiles and food waste.
- 13.2. The Council also operates four Household Waste Recycling Centres, where Glasgow City Council residents can take their household waste and recyclables that they are not able to fit within their domestic bins.
- 13.3. A map highlighting the location of the public recycling points is available on the Council website. Further information on the facilities available at each of the recycling centres is also provided on the website.