

Household Waste & Recycling Collection Policy



Shetland
Islands Council

Environment & Estate Operations



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Household Waste & Recycling Collection Policy

1. Introduction

- 1.1 This policy outlines the arrangements for the kerbside collection of household waste and recycling from domestic properties in Shetland. It will also set out the Council's responsibilities to ensure we fulfil our duty of care as a waste carrier and provide an equitable level of service across Shetland.
- 1.2 The Policy will set out what is expected of householders to ensure their recycling and rubbish is collected.
- 1.3 The Shetland Islands Council has a duty to collect household waste; however, it is in our power to specify how this will be carried out.
- 1.4 The Council is exercising this power to clarify its position on matters around the collection of household waste and recycling, to ensure that there is a uniform approach (as far as practicable), maintain a high level of service, pursue efficiencies, and protect the health and wellbeing of our staff.
- 1.5 The policy applies to all households in Shetland, whether privately owned or rented. It does not apply to commercial waste.
- 1.6 Any personal information gathered on householders in regards to their collection requirements will be treated in accordance with the [Council's Privacy and Data Protection Policy](#).

2. Statutory Requirements

- 2.1 Environmental Protection Act 1990:
 - 2.1.1 section 45 (1), states "It shall be the duty of each waste collection authority to arrange for the collection of household waste in its area
 - 2.1.2 Section 46 (4) of the Act allows the Council to specify:
 - The size and type of the receptacle(s);
 - Where the receptacle(s) must be placed for the purpose of collecting and emptying;
 - The wastes that may or may not be placed within the receptacle(s).
- 2.2 Waste (Scotland) Regulations 2012:
 - 2.2.1 Local authorities to provide a minimum recycling service to householders.
- 2.3 Charter for Household Recycling (Charter) and Code of Practice (CoP):

- 2.3.1 The Household Recycling Charter and Code of Practice are documents that local government in Scotland has volunteered to adopt. The Code of Practice sets out a number of requirements that signatories of the Household Recycling Charter for Scotland are expected to follow.
- 2.3.2 These requirements do not replace any legal requirements placed on Councils, or others, via existing legislation and they must ensure that they are meeting the duties of the Environmental Protection Act 1990 (as amended by the Waste (Scotland) Regulations 2012).
- 2.3.3 The Code of Practice sets out the basis for a consistent approach to the provision of recycling services by local authorities in Scotland.

3. Responsibilities

- 3.1 The Shetland Islands Council's Waste Operations will:
- 3.1.1 Carry out a weekly collection of household recycling and rubbish across the isles within a repeating four-week collection cycle, for example:
- Week 1: Blue-lidded bin
 - Week 2: Non-recyclable rubbish
 - Week 3: Grey-lidded bin
 - Week 4: Non-recyclable rubbish
- 3.1.2 Only empty the material indicated on the collection calendar for that week, anything else presented will not be collected.
- 3.1.3 Provide collection calendars online at [this address](#).
- 3.1.4 As early as possible inform service users, through local media channels as well as the Council's social media platforms, of any disruption to collection services, due to vehicle breakdowns, public holidays, staff shortages, or adverse weather conditions.
- 3.1.5 If recycling or rubbish wheelie bins are secured in an appropriate manner, once emptied the collection crews will return them to the collection point and resecure them as they were presented.
- 3.1.6 Empty the correct receptacle for either recyclable or non-recyclable waste for each week of the collection cycle then, in the case of wheeled bins, return it to the collection point.

- 3.1.7 If collection crews deem access to be unsafe they may refuse to enter the grounds. Any such instances will be reported to the Waste Collection Supervisor or Waste Operations Officer who will then contact the household to address this matter.
 - 3.1.8 Report any instances of fly-tipping or littering to Environmental Health, who will investigate and take actions in accordance with legislation.
 - 3.1.9 Train collection crews to identifying levels of contamination and subsequent actions, to ensure that there is a uniform approach.
 - 3.1.10 Collection vehicles do not enter private roads to collect waste or recycling. Bin collection points for private roads will normally be a suitable point where the private road joins a council road.
- 3.2 Householders will:
- 3.2.1 Separate out all recyclable materials from household waste and present for collection in the bins specified by the Council.
 - 3.2.2 Present their bins at their designated collection point, this will typically be at the kerbside or roadside unless otherwise agreed with SIC Waste Operations.
 - 3.2.3 Present their recycling wheelie bins or non-recyclable waste at their collection point by 07:30am.
 - 3.2.4 Maintain safe access to your collection point for collection crews. This includes making sure any dogs or pets are kept segregated from our crews.
 - 3.2.5 Present non-recyclable waste in a receptacle that is fit for purpose, accessible and does not pose a manual handling risk for collection crews.
 - 3.2.6 If utilising a means of tethering your bins, use one that it is quick-release quick-secure or, if by another means, ensure that collection crews can easily access the bins on collection day.
 - 3.2.7 Avoid using any heavy objects (e.g. stones, bricks, etc.) to secure bin lids.
 - 3.2.8 If in receipt of a non-standard service (i.e. Additional Capacity or Assisted Uplift services), inform Waste Operations at their earlier opportunity should circumstances change or the residents are moving property.

4. Excess Waste

- 4.1 Shetland, unlike most other local authorities, does not currently utilise wheeled bins for all collections, with many households using 'bruck boxes' or nets to store waste between collections.
- 4.2 Guidance from Zero Waste Scotland includes a cap of 120 litres of non-recyclable waste a week, which would be equivalent to a standard 240 litre wheeled bin for the fortnightly collection cycle (approximately four full black bags worth of waste).
- 4.3 There will be two ways to approach this, dependent upon whether a household has a wheeled bin for non-recyclable waste:
 - 4.3.1 With a non-recyclable wheeled bin – no additional items/bags other than what is within the bin to be collected.
 - 4.3.2 Without a non-recyclable wheeled bin – no more than four full or five partially filled black bags to be emptied from a receptacle.
- 4.4 Properties that utilise a communal Council wheeled bin will not be issued with any additional bins and may have existing bins removed or replaced with smaller options, in order to provide the capped volume allowance per households using the bins.
- 4.5 Non-recycling wheeled bins that present with open-lids to a degree that would expose contents to the elements or vermin will be classed as excess and not collected.
- 4.6 Households that frequently present excess waste will be noted by the collection crews and reported to the Recycling Service. These households will receive a visit from a member of the Recycling Service to provide additional support and assess whether or not they meet the requirements for additional capacity. If they do not, they will need to either dispose of excess waste themselves at the Gremista Household Waste Recycling Centre or make other appropriate arrangements.
- 4.7 In circumstances where a householder needs additional capacity, for example due to clinical needs, they will be allowed to present an additional 240L bin on their collection day.
- 4.8 If there are any instances of fly-tipping from householders who do not correctly dispose of excess waste, action in accordance with the Environmental Protection Act 1990 will be taken.

5. Assisted Uplift

- 5.1 An assisted uplift service is provided for older people, or those with a medical condition or a disability who are unable to present their waste or recycling containers at the designated collection point.
- 5.2 In order to qualify for an assisted uplift, householders must meet all of the following criteria:
- 5.2.1 Live at the property permanently, and
 - 5.2.2 Have no physically able person over 16 living at the property, and
 - 5.2.3 Be one of the following:
 - Aged 75 or over
 - A blue badge holder
 - In receipt of Disability Living Allowance Care at medium or high rate
 - In receipt of Disability Living Allowance Mobility
 - In receipt of Attendance Allowance
 - In receipt of Personal Independent Payment Mobility
 - Aged over 65 and in receipt of free personal care
 - Under the age of 75, not in receipt of any disability benefits, but have a disability or health condition that prevents you from moving a wheeled bin
- 5.3 During the application process, the Council may ask for evidence of the criteria or, in some cases, a letter from a doctor to be provided. After the application has been received it will be reviewed by a Waste Officer. If all the criteria has been met, and any necessary evidence has been provided, the assisted uplift will be approved.
- 5.4 A detailed and up-to-date record of all successful applicants will be maintained, with each collection route informed of addresses requiring an assisted uplift.
- 5.5 On the collection day, a member of the collection crew shall enter the grounds of a property requiring as assisted uplift, remove the appropriate bin for that collection cycle, empty it into the vehicle and return it where the bin was removed. If tethering the bin, households will have to ensure that is done with an appropriate quick-release quick-secure method, otherwise the bins may not be collected.
- 5.6 Households receiving an assisted uplift shall be reviewed every two years (from date of application approval) to monitor whether assisted collections are still required.

6. Contamination

- 6.1 Recycling contamination occurs when incorrect items are placed in the recycling wheeled bins. The Code of Practice states that recycling bins

should not be collected if contamination is clear and cannot safely be removed by crews—as it will have a detrimental impact on the quality of the whole load collected.

- 6.2 A list of items that can and cannot be accepted in recycling wheelie bins is detailed in Appendix A – Recycling Leaflet. This information can also be found on our website at this address.
- 6.3 Low or moderately contaminated recycling costs more to sort. Increased operational costs may include the need to use an additional sorting facility and paying a gate fee for the service. A reduction of income is also possible—if the collected materials sell for significantly less than their potential worth on the market. Severe contamination can result in the whole load being disposed of—at a much greater expense.
- 6.4 Minimising recycling contamination is critical for behavioural change, to achieve a high recycling rate and ensure a clean recycle to generate the greatest income. It is important to ensure the material the public have taken care to sort is being handled properly. As such, instances of contamination should be recorded and monitored. Council staff should provide additional information and support to households to avoid future reoccurrence.
- 6.5 If contamination is found within the recycling bins presented for collection then collection crews will leave a tag on the bin to notify the householder, and take action depending on the level of contamination as follows:
 - **Low (Yellow Tag):** Very few items that are unacceptable are visible to operative. Where safe to do so the collection crew will collect the bin taking note of the incident. The bin will be tagged so the household can understand the range of materials that can be recycled. Future collections will be monitored.
 - **Moderate (Amber Tag):** Several items that are unacceptable are visible to operative. Where safe to do so collection crew will remove contamination and return it to the bin after recycling has been collected. If contamination cannot be safely removed, the bin will not be collected. The bin will be tagged so the household can understand the range of materials that can be recycled. Future collections will be monitored.
 - **Severe (Red Tag):** Black bag and/or food waste and/or many items that are unacceptable visible to operative. Recycling will not be collected. The bin will be tagged advising household to sort their material correctly and present on the next scheduled recycling collection day, as well as information so the household can understand the range of materials that can be recycled. Future collections will be monitored.

7. Missed Collections

- 7.1 The council will endeavour to empty the bins on the designated collection day. In the event of a missed collection resulting from no fault of the householder such as adverse weather or vehicle breakdowns, collection staff will return to collect a missed collection when it is practicable to do so.
- 7.2 Bins should be presented for collection 07:30 and left until 16:00. Householders should only report a missed collection after this time. Missed collections must be reported no later than 2 working days after the missed collection.
- 7.3 The service will not return to collect a missed collection in the event of a householder failing to present their bin on the scheduled day or time.
- 7.5 Should a householder miss a collection through their own fault, their waste or recycling can be taken to Gremista Waste Management Facility.
- 7.6 During adverse weather conditions, the Cleansing Service will take advisement from Roads Services as to the suitability of road conditions in affected areas.
- 7.7 However, the essay driver will also have the authority to decide upon the potential risk of accessing roads on their route, which may result in some properties not being collected from.

8. Bulky Uplift Service

- 8.1 A bulky waste collection service is provided for items that are too bulky for the household collection services. This is a chargeable service available for household waste only and can be booked by filling in a request form on the Council's website or by contacting Waste Operations.
- 8.2 Collections will be available on a 4 weekly basis in each area. Items should be left at your normal collection point at 7.30am on collection day.
- 8.3 Bulky uplift charges will be set annually and published as part of the Council's income charges.
- 8.4 A concession rate is available for householders who meet the criteria by being on one of the following:
- Housing Benefit
 - Income Based Job Seekers Allowance
 - Income Related Employment and Support Allowance
 - Income Support
 - Pension Credit (guarantee element)
 - Universal Credit
- 8.5 Full details of the service including a list of items that can and can't be accepted are available on the Council website at [this address](#).

8.6 Community Council skips are also provided in some areas that may not be able to access the bulky uplift service, such as the outer isles. This is organised through Community Councils so householders should consult their local community council for details.