



From mountain to sea

Waste Collection Policy

June 2024



Policy Status	Approved and finalised
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Policy Sponsor	E Wallace, Head of Service, Environment & Sustainability
Authorised by	Infrastructure Services Committee
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Revision Date	Previous Revision Date	Summary of Changes
June 2024	October 2018	Period given for collection crews to return to empty missed bins extended from 3 days to 5 working days where resources area available for a return trip to collect the missed waste or recycling bins.

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1 Statutory Requirements

1.1 The Environmental Protection Act 1990

Household Waste

The Environmental Protection Act 1990 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.

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).

Commercial Waste

The Environmental Protection Act (EPA) 1990 section 45. (1)(b) states: “It shall be the duty of each waste collection authority if requested by the occupier of premises in its area to collect any commercial waste from the premises, to arrange for the collection of the waste.

Section 47 (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).

Section 2 of the Controlled Waste Regulations 1992, which support the EPA, specifies types of waste for which a collection charge may be made.

1.2 The Waste (Scotland) Regulations 2012

The Waste (Scotland) Regulations 2012 make the following provisions:

- All businesses, public sector and not-for-profit organisations are required to present metal, plastic, glass, paper and card (including cardboard) for separate collection from 1 January 2014.
- Food businesses (except in rural areas) which produce over 5 kg of food waste per week to present that food waste for separate collection.
- Local authorities to provide a minimum recycling service to householders.
- A ban on biodegradable municipal waste going to landfill from 1 January 2021.

1.3 Household Recycling Charter and Code of Practice

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. Aberdeenshire Council has signed the Charter. 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).

The Code of Practice sets out the basis for a consistent approach to the provision of recycling services by local authorities in Scotland.

2 Policy Statement

Aberdeenshire Council aims to provide an efficient and effective service with a first class reputation, keeping Aberdeenshire clean and safe, delighting our customers, recycling more and landfilling less every year.

2.1 What the Council will do

1. Ensure our front-line colleagues are fully trained and follow safe working practices.
2. Deliver a weekly collection of waste. This collection may be of either recyclable or non-recyclable waste, as detailed in Procedure 1;
3. Provide suitable non-recyclable waste and recycling capacity for flats/shared communal areas, as stated in Procedure 3;
4. Ensure that collections of non-recyclable waste, recycling and food waste are provided on the same day of the week for all households where practically possible;
5. Provide smaller or larger bins to meet customers' needs where required and criteria for larger/additional non-recyclable waste bins are met, see Procedure 4;
6. Provide communal bins, communal and neighbourhood recycling points, alternative containers or bags where storage space, collection difficulties or customers' needs so require, see Procedure 3;
7. Provide assisted collections where requested, see Procedure 8;
8. Provide a chargeable non-recyclable waste and recycling collection service for businesses, see Procedure 10;
9. Return all bins to the collection point, see Procedure 2;

10. Inform our customers if we have an issue that prevents us from collecting bins on the scheduled collection day.
11. Where resources allow, return to empty missed bins within 5 working days, if the Council has not tagged the bin or recorded the reason why it was not emptied. If we are unable to return for bins, we will accept up to 2 additional bags of waste / recycling may be presented for collection alongside the wheeled bin on the next scheduled collection day for that material. see Procedure 7;
12. Deliver new or replacement bins within seven working days (seven days from the date that payment is received for chargeable replacement non-recyclable waste bins);
13. Provide detailed information to customers and residents on changes to waste collection services, including Public Holiday arrangements;
14. Provide advice to residents regarding the management of their waste, use of their bins and, where necessary, provide additional recycling bins to meet customers' requirements on request, see Procedure 4;
15. Provide Household Recycling Centres (HRCs) for residents to recycle other materials than those that are collected on the kerbside;
16. Provide community recycling facilities across Aberdeenshire where residents can recycle designated materials not collected from the kerbside. These facilities are located on publicly accessible sites such as supermarkets and in community locations;
17. Provide a collection service for the removal of larger bulky items for both businesses and domestic properties, see Procedure 9.
18. Provide the following services to maximise accessibility for all customers:
 - Large print versions of literature;
 - Assisted bin collections;
 - Translation of an outline of the service into the main languages spoken in Aberdeenshire;
 - Targeted communications.
19. Provide a free collection service to charities, see Procedure 11

2.2 What our domestic customers need to do

1. Use the appropriate bin for your non-recyclable waste; no recycling and food waste should be put in your non-recyclable waste bin;
2. Separate out and recycle food waste in the appropriate container;
3. Present bins for collection at a point between the property boundary and the edge of the road by specified time on your scheduled day of collection. Where

4. You should take back in bins to the curtilage of your own property or designated storage area as soon as is practically possible after they are emptied, at the latest by the end of the collection day. Where you are unsure where your bin should be presented for collection, you should place your bin out for collection and the collection team will return the bin to a point deemed to be suitable for future collections;
5. Consider not presenting bins for collection during severe weather events such as storms if this could cause a risk to the general public with containers blowing around either before or after emptying especially if containers cannot be taken back in immediately after emptying.
6. Ensure that all non-recyclable waste, recycling and food waste presented for collection is contained within the appropriate bin provided and that the lid is fully closed;
7. Ensure that bins, and requested and approved bulky item waste, is accessible;
8. Contact the Council to report any special requirements or problems regarding the service.

2.3 What our commercial customers need to do

1. Comply with the Waste (Scotland) Regulations 2012, by presenting metal, plastic, glass, paper and card (including cardboard) and food waste where required, for separate collection and recycling.
2. Show that appropriate provision is being made for recyclable waste with alternative providers if requesting either a recyclable only or a non-recyclable waste only service from the Council.
3. Use the bins provided for non-hazardous, non-recyclable commercial waste and recycling materials as appropriate;
4. Ensure access is available to the wheeled bin on the specified collection day;
5. Present bins for collection at a point between the property boundary and the edge of the road by specified time on the scheduled day of collection. Where possible and safe to do so, we ask that customers make every effort to avoid blocking the footway;
6. You should take back in bins to the curtilage of your own property or designated storage area as soon as is practically possible after they are emptied, at the latest by the end of the collection day.
7. Comply with all terms and conditions on the combined Trade Waste Agreement and Duty of Care Document;
8. Sign an annual Trade Waste Agreement;

9. Pay invoices in a timely manner;

3 Scope

This policy shall apply to:

- All households in Aberdeenshire;
- All commercial waste customers in Aberdeenshire.

4 Implementation and Compliance

Aberdeenshire Council's "Waste Collection Operational Procedure" contains the detail on how we carry out waste collections in Aberdeenshire.

The Waste Collections Manager shall be responsible for updating the Operational Procedure to reflect changes in legislation, strategy and any other improvements or amendments as considered necessary.

The Waste Support Leaders (Collections and Cleansing) shall be responsible for compliance within their areas and ensuring that the policy and procedure is complied with.