

Service Specification Waste Collection

Background

The Waste Collection Service comprises the following elements:

- a) Black = Residual Waste
- Blue = Pulpable (Paper, Card & Cartons)
- Brown = Multi Material (Glass, Jars, Tins, Cans, Foil, Plastic Bottles)
- Green = Biowaste (Garden & Food Waste)

Primarily wheeled bins and via bulk containers and a limited number of properties that have refuse sacks, boxes and external caddies as defined in the Council's Recycling Refuse Policy .

b) Bulky Household Collections – As per definition in the Service Contract Schedule *from households of bulky waste items and garden and building materials. Generally items / waste for collection will be left outside the premise concerned, but occasionally the Provider will be required to undertake collections from inside the property where the Council's assisted collection policy is relevant.*

Detail

1.0 GENERAL

1.1 The Provider shall note that the Waste Collection Service shall be undertaken only within the following times, unless directed by the Client or the approval of the Client is obtained:

Monday to Saturday 07:00 to 18:00

The Provider shall in undertaking collection, however, bear in mind the availability of disposal facilities as detailed in the main service contract.

1.2 The Provider shall note that with the exception of the Christmas Day and New Year Bank Holidays, collections on other bank and public holidays shall be made as though they were normal working days. Collection days over the Christmas and New Year period shall be agreed with the Client with a view to minimising disruption to residents on an annual or otherwise agreed basis as per 7.7.3 of the main SLC.

1.3 In the event of any period of suspension, as determined by 18.8 of collection exceeding the next scheduled collection the Provider shall at the direction of the client collect any securely presented excess waste eg: sacks/tied carrier bags.

2.0 WASTE COLLECTION – GENERAL

- 2.1 Details of premises, container types and agreed collection points from which collections are to be made are detailed in the Clients Management Information Systems (MIS).
- 2.2 The Provider shall note that the Client requires collection of household waste via sacks, liners, wheeled bins, caddies and bulk containers as detailed in the clients MIS.
- 2.3 Collection days for all properties to be included in this service are to be advised by the Client.
- 2.4 The Client may require the Provider to undertake collections from a property or group of properties at certain times of the day for operational and/or safety reasons.
- 2.5 Waste collections are required to be placed by the householder at the edge of their property unless the property requires an assisted collection from an agreed (external) place within the property or a collection point has been agreed.
- 2.6 Assisted Collections – As per 6.1 of the main SLC.
- 2.7 If any material intended for collection is spilled in provision of the collection service, at households or on the highway, the spillage shall be cleared and the area made safe. As per 8.1.6 of the main SLC.
- 2.8 The Provider shall maintain the Service even in cases where there is a restriction to access unless agreed with the Authorised Officer it is unsafe to do so. This shall apply irrespective of the distance from the collection site to the point where waste can be collected.
Where a bulk container(s) cannot be emptied safely then where practicable the responsible site owner shall be informed and the Client by the end of the working day.
Where access is repeatedly problematic and occurs on 3 consecutive occasions or 5 or more in any 15 week period then the Client will consider in negotiation with the Provider and the affected customers alternative collection options.
- 2.9 Should any complaint be received of a missed collection or any other service failure then the provider shall return to remedy the service failure. This shall be within the time period specified in the Council's Recycling Refuse Policy.
- 2.10 The Provider shall notify the Client of any damage to any container that they become aware of during the provision of the service before the end of the next working day providing full details of each location.

- 2.11 Where household waste is put out for collection which is considered by the Provider to be of a hazardous or dangerous nature, the Provider shall collect such waste and remove it to a place of safety identified by the Provider and approved by the Client. The Client must be informed in writing of the location and the nature of the waste by the end of the following working day. The Client will give instructions to the Provider as to the method of and location for disposal. Any demonstrable additional costs that the Provider may have in complying with this requirement will be the responsibility of the Client.
- 2.12 The provider shall ensure that each waste stream is collected and kept separate from each other at all times.

3.0 WASTE COLLECTION – Sacks, Boxes and Caddies

- 3.1 The Provider shall ensure that all household waste contained in sacks/liners is removed from premises whether or not those liners are provided by the Client. The Provider shall be responsible for the delivery of sacks/liners for each suitable property.
- 3.2 Where collected sacks / liners are placed on the highway (by the provider), awaiting collection, the Provider shall ensure that at no time are they left for longer than one hour prior to collection by the vehicle and that at all times a clear passageway is maintained for pedestrian and vehicular traffic.
- 3.3 Reusable sacks, boxes and caddies, after emptying, shall be returned and secured where appropriate.

4.0 WASTE COLLECTION – WHEELED BINS

- 4.1 Where a customer presents a container(s), the Provider shall empty the contents directly into the collection vehicle or approved bulking container. The container after emptying should be returned to the point from where the bin was collected from or to an agreed point e.g. central points as directed by and to the satisfaction of the Client. The Provider should ensure that the returned containers do not obstruct vehicle access, cause any damage to any part of the premise and minimise any hazard.
- 4.2 Generally only waste contained within the bin shall be collected. Waste not contained within the specified container shall only be collected if specifically instructed to do so by the client.
- 4.3 The Client operates a closed lid as detailed in Council's Recycling Refuse Policy. The provider shall inform the client where properties that have presented bins with lids not closed and/or excess thereby representing a H&S and/or spillage risk. A notice will be left on the container explaining why it has not been collected.
- 4.4 The Provider shall take reasonable steps before emptying to ensure that any of the containers are not contaminated with extraneous waste and where

practicable before emptying shall attempt to remove any visible contaminants and dispose of them appropriately.

- 4.5 Where a container is unable to be emptied due to materials being stuck or due to cold weather conditions, the provider shall make reasonable attempts to safely loosen the material and attempt a further empty. If this fails the resident shall be notified via a sticker on the bin and reported to the client accordingly.

5.0 WASTE COLLECTION – BULK CONTAINERS

- 5.1 At certain locations the Client arranges for the collection of waste and recycling by bulk containers, some in specially constructed chambers served by refuse chutes. Details of locations, container type and size are located with the clients Management Information System (MIS).
- 5.2 The Provider shall collect any household waste in sacks/liners from the location and advise the Client of the location as directed by the client.
- 5.3 After emptying the Provider shall ensure all such containers are returned to the point where they were collected from and any storage area, refuse room, gate and/or containers are locked where appropriate.
- 5.4 Where bulk containers are collected from refuse chute rooms the Provider shall at all times during collection ensure that the refuse chute(s) is closed. Following collection the Provider shall return one empty container to under the refuse chute(s) where a chute(s) exists and any others to the positions from which they were collected and ensure that the refuse chute(s) is re-opened and the chute room/premises locked where appropriate.
- 5.5 For bulk recycling containers, the Provider shall take reasonable steps to ensure that the materials collected are not contaminated with extraneous waste. Any contaminated waste that the Provider discovers during collection shall, where practicable, be removed from the container(s) prior to emptying and disposed of. Where a container is so badly contaminated that removal of the contaminants is impractical then the Provider shall arrange, within one working day, to separately empty the container and dispose of its contents, and report to the client.
- 5.6 The Provider shall, where recyclable items are left adjacent to the containers, ensure that when visiting the site such items are collected or placed in the appropriate recycling containers at the site.
- 5.7 The Provider shall ensure that they remove any items attached to, on or under the container, for example carrier bags around the handles, and arrange for the appropriate disposal of such items.

6.0 CONTAINER DELIVERIES

- 6.1 The provider shall undertake deliveries of all approved receptacles. This includes wheelie bins, bulk bins, compostable liners, blue sacks, caddies etc. The client will specify the detail Inc. frequency, quantity and volume of deliveries.
- 6.2 Should a container become lost/damaged during its collection the provider shall arrange for a repair, or replacement to be delivered. The occupier shall be notified when their replacement bin is to be delivered.

7.0 BULKY COLLECTIONS

- 7.1 The Provider shall be required to undertake from time to time special collections. Such collections may comprise but are not limited to, bulky household items, bulky garden and bulky building waste from premises. The Provider shall note that refrigeration units shall not be compacted upon collection and shall be collected separately for recycling and taken to the identified disposal point.
- 7.2 Customers are asked to place their items to be collected outside their premises and collections will generally take place from external locations. The Provider shall note that in accordance with the Council's Recycling Refuse Policy (ES 02) that it may be necessary to effect collections from inside the premises and as such the Provider shall ensure that there is adequate insurance cover and the Provider shall indemnify the Client against any claims for loss or damage in carrying out such collections.
- 7.3 The Provider shall note that the Client makes a minimal charge for the provision of this service to discourage fly tipping. The administration of the charging system will be undertaken by the Client.
- 7.4 The Client will arrange an appointment and notify the Provider of the need for a special collection identifying the types of waste and number of items to be collected.
- 7.5 The Provider shall agree with the Client of the number of appointments that are available per week.
- 7.6 The Provider shall work with the Client to identify and agree where reuse and/or recycling of waste collected under this section can be undertaken. Any additional costs that would be attributable to development in this area would be the responsibility of the Client.

8.0 COMMUNITY RECYCLING

- 8.1 **Waste Storage Facilities** - The Provider is required to ensure all domestic properties have convenient access to 'blue', 'brown' and 'green' collection facilities by the review date of this contract (31st March 2014).

Progress against this aim will be gauged on a quarterly basis against the agreed baseline of May 2012.

- 8.2 Where the Provider is chosen as the waste collection service provider for a school, the Providers shall ensure the school has convenient access to 'blue', 'brown' and 'green' collection facilities, unless otherwise agreed with the client.

Progress against this aim will be gauged on a quarterly basis against the agreed baseline of May 2012.

- 8.3 To achieve these aims the Provider will be required to work with Stockport Homes, Housing Associations, Schools and private landlords to agree convenient locations where recycling facilities can be installed. All necessary capital works are to be funded by the relevant managing agent/school.
- 8.4 Where resistance to installing suitable recycling facilities cannot be overcome by negotiation, the Provider should request the assistance of the Council. Enforcement action will only be considered by the Client once all other avenues have been exhausted.
- 8.5 From time to time the Providers view will be sought on proposed waste storage facilities relating to planning applications.
The assessment of new properties will include a review of whether the property is suitable for bulk bins or wheelie bins and will be carried out in accordance with the Council's Policy. A property (re)assessment may also be requested by a resident and/or Client.
- 8.6 **Enquiries and Complaints** - The Provider shall be responsible for all operational enquiries, complaints and service failures.
Complaints will be remedied in line with 8.1.5 of the main SLC and the Provider shall also adopt the Council's enquiry processes as per 8.2.3 ensuring that customers are kept informed and all actions and communications are recorded on the Public Realm ICT system.
Enquiries and complaints will be from a variety of stakeholders including but not limited to Residents, Councillors, Council Officers, MP's & GMWDA.
- 8.7 **Data** - The Council's Public Realm ICT system holds all waste collection data including but not limited to property suitability, container types and number, collection round, collection frequency, collection points and assisted collection details. The Provider shall maintain the integrity of the data and update when necessary.
- 8.8 **Excess Waste** – The Council's Policy limits the quantity of non-recyclable waste a property can present for collection. Should a property/area be identified as presenting excess waste the Provider shall be responsible for taking steps to remedy the situation. The Client's prior agreement should be sought on the methodology of any such initiative.

Where a solution cannot be achieved through education, the Provider may request the assistance of the Council. Enforcement action will only be considered by the Client once all other avenues have been exhausted.

- 8.9 **Unauthorised Bins** – Where a property is identified to be using bin(s) inconsistent with the number/type held in the Public Realm ICT system then the Provider shall take the necessary steps to remedy the situation. The Client's prior agreement should be sought on the methodology of any such initiative.

Where a solution cannot be achieved through education, the Provider may request the assistance of the Council. Enforcement action will only be considered by the Client once all other avenues have been exhausted.

- 8.10 **Education** – The client receives requests for recycling/waste representation at events, fairs, fetes etc. The Provider is expected to provide a presence at such events if this is consistent with the Council's priorities and/or the Client advises that attendance would be appropriate. When determining attendance priority consideration should be given to low performing areas and to schools.

- 8.11 It is considered that face to face contact is effective in behaviour change. It is expected that the majority of the door knocking programme will be carried out during the summer months when daylight extends longer into the evenings. The Provider shall propose and agree with the client an annual programme of door knocking to promote waste minimisation and recycling no later than 30th April each year.

To assess the effectiveness of the programme an appropriate performance measure should be adopted. The clients prior agreement should be sought on the methodology of the performance measure.

- 8.12 It will be necessary for the Provider to undertake surveys, including but not limited to Participation, Set Out, Fill Level, and Waste Analysis, to inform decisions. The aim and purpose of surveys will be agreed with the Client in advance of commencement. When unavoidable, such instructions may be given to the Provider at short notice.