

To: INFRASTRUCTURE, LAND & ENVIRONMENT POLICY BOARD

On: 29 AUGUST 2018

Report by: DIRECTOR OF ENVIRONMENT & INFRASTRUCTURE

**Heading: WASTE MANAGEMENT STRATEGY PROGRESS UPDATE & REFRESH –
IMPROVING RECYCLING IN RENFREWSHIRE – IMPLEMENTATION,
PROGRESS UPDATE**

1. Summary

- 1.1 This report sets out progress on the implementation of the waste service changes approved by the Infrastructure, Land & Environment Policy Board on 8 November 2017. In addition, it also progresses the Council's commitment to the Scottish Household Recycling Charter as approved by the Leadership Board on 8th June 2016. This is a commitment to transform waste services to achieve a more uniform waste collection service nationally, to improve collection rates and create a consistent stream of high quality recyclates. The planned service changes will transition the Council towards compliance with the Charter and the associated Code of Practice.
- 1.2 The planned waste service changes agreed by the Policy Board on 8 November 2017 were:
- Move from two weekly to three weekly residual waste collections (grey bins) for approximately 60,000 households
 - Provision of an additional recycling bin to allow Renfrewshire householders to separate their recyclate into two distinct streams, namely
 - Paper and cardboard
 - Mixed plastics, cans and glass
 - Householders residing in tenemental, maisonette type or high flatted properties, would be provided with additional recycling infrastructure to to allow further recyclate segregation to approximately 30,000 households.

- The comingled food and garden waste collection services remain unchanged, with the comingled food and garden service remaining on a fortnightly collection cycle.
- 1.3 The project is being implemented in line with the Council's Project Management Framework and four distinct work streams have been established to allow a planned and effective implementation.
- Procurement
 - Data Preparation / Routing
 - Operational
 - Communications
- 1.4 This report provides a progress update on each of the 4 workstreams to advise the Policy Board members that implementation is progressing as planned, for implementation in late Autumn 2018.
- 1.5 The Scottish Household Recycling Charter sets clear, consistent standards and objectives in relation to Councils' Waste & Recycling policies. Whilst current Renfrewshire Council waste and recycling policies largely reflect the requirements of the Charter, they have been reviewed to take cognisance of the agreed service changes and to reflect changes in the landscape of recycling and a focus towards education and awareness of improved recycling in Renfrewshire.
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2. Recommendations

It is recommended that the Infrastructure, Land & Environment Policy Board:

- 2.1 Approves the implementation plan, 12th November until 24th December as outlined in sections 4 and 5 of this report and notes the progress update in relation to the implementation of the agreed service changes to improve recycling in Renfrewshire.
- 2.2 Approves the revised Waste Policies attached at Appendix 1.
- 2.3 Approves that as part of the implementation of the agreed service change, that additional support arrangements will be put in place over the festive period 2018/2019, as set out in paragraph 4.4.4 of this report.
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3. Background

- 3.1 Renfrewshire has proactively introduced a number of key service changes in recent years and as part of the Council's Waste Strategy "journey", including:
- Introduction of Managed Weekly Collections (2009),

- Clyde Valley Residual Waste Treatment & Disposal Project (2012- 2020, in advance of landfill ban of 2021)
- Introduction of an on-request textile collection,
- Provision of comingled food & garden waste services,
- Roll out of kerbside wheeled bin collections to Erskine and other parts of Renfrewshire, previously on sack collections. This has resulted in the percentage of sack collection properties reducing from 5.3% to 1.4% of Renfrewshire householders.

3.2 These service changes have had a significant impact on the Council increasing its recycling performance from 37.4% in 2009 to 48.5% in 2016, which is now above the Scottish average (44.8%). The refreshed Waste Strategy and proposed service changes as set out above will support improvements required to at least achieve the 50% recycling target of 2013 and potentially up to a 5% improvement to the Council's current performance level.

3.3 A key factor in the Council improving its recycling is to address the external drivers and global market conditions it faces. The current markets for recycling dictate that it is essential to improve the quality and quantity of recycling and further separate comingled recyclate materials. High quality recyclates are easier & more cost effective to recycle, achieving a higher value in global markets through reducing processing costs.

3.4 The Council faces a number of legislative responsibilities as well as national policy and guidance in relation to recycling. At the Leadership Board of 8th June 2016 the Council's commitment to the Scottish Household Waste Charter was approved. This is a commitment through the Household Waste Charter to transform waste services to achieve a more uniform waste collection service nationally, to improve collection rates and create a consistent stream of high quality recyclates. The service delivery changes will transition the Council towards compliance with the Charter and the associated Code of Practice.

3.5 A review & analysis of the Council's kerbside waste collection arrangements, indicates that the current waste volumes and contents of residual waste bins have space capacity of approximately 30% for an average household and that residual waste bins still contain a high volume of materials that could and should be recycled.

4. Service Change Implementation Plan

4.1 The agreed service changes as outlined at section 1.2 above are being managed through a specialist wide-ranging project team including officers from Environment & Infrastructure, Finance & Resources, Legal Services, Procurement and the Council's Communications team.

4.2 The project is being delivered through four main work streams which are:

- Procurement

- Data Preparation / Routing
- Operational
- Communications

An update on implementation of each workstream is highlighted below.

4.3 Procurement Update

- 4.3.1 A contract has been awarded for the supply and delivery of 240 litre wheeled bins across Renfrewshire. This also includes the delivery of aforesaid 240 litre bins to householders. Distribution of bins to households will take place between 12 November and 30 November 2018.
- 4.3.2 Tenders are currently being evaluated in relation to recycle processing contracts for each of the two recycling streams (paper and cardboard AND mixed plastics, cans and glass). A report will be submitted to the Finance, Resources and Customer Services Policy Board of 5 September for contract award approval.
- 4.3.3 A procurement exercise is also being undertaken for the purchase of smaller and larger containers to facilitate requests from householders for changing bins to provide flexibility to residents to support the agreed service changes.

4.4 Data Preparation / Routing / Operational

- 4.4.1 As set out in paragraph 1.3 above, property types in Renfrewshire have been split into two distinct groupings, namely:
- **Standard properties** – detached, semi-detached, back and front door properties with a regular kerbside collection service provided for all services.
 - **Non-standard properties** – high flatted, tenemental, maisonette, modern flatted type properties where particular conditions such as back court footprints and service delivery models differ from the standard properties. Residual waste collection frequencies at these properties will remain unchanged; however changes are required in terms of recycling infrastructure.
- 4.4.2 Detailed surveys have been undertaken for the non-standard property locations to identify bin infrastructure change requirements and as a result a number of tenemental properties are now suitable for participating fully in the service changes taking the total number of properties fully adopting the new service to approximately 68,000.
- 4.4.3 Collection routes are at an advanced stage of development, and these are now being prepared for operational testing ahead of the new collection arrangements as will start on 3 December 2018. Although this is the first collection date of the new service change, all residents will have been provided with their new bins, during the period 12th to 30th December 2018, to ensure early engagement with the service change.

- 4.4.4 In order to support the implementation of the service changes additional resources will be deployed to ensure residents engage with the service change. It is normal operational practice that all excess waste is removed during festive periods. However, reflecting the implementation of the service changes during November and December additional support will be provided to both householders and crews to ensure the uplift of all excess waste.

4.5 Communications

- 4.5.1 A public communication and marketing campaign plan has been developed to support the changes to the service, to ensure that those affected are aware of the change.
- 4.5.2 The aim of the plan is to effectively communicate the upcoming changes, ensuring those affected are fully informed.
- 4.5.3 The campaign objectives are:
- Ensure the public is aware of the upcoming changes to recycling and waste collection
 - Ensure the public understands the reasons behind the changes
 - Encourage behavioural changes and gain the support of the public in increasing and improving their recycling
 - Improve quantity and quality of recycling
 - Encourage low or non-recyclers to recycle
 - Ensure the public is aware of the service changes well in advance of implementation
 - Make it easy as possible for our residents to move to the new collection system
- 4.5.4 The communication campaign started earlier in 2018 and is now entering Phase 2, with Phase 1 being general awareness raising. This phase started in February 2018 and its objective was to encourage people to become better recyclers. We provided the public with information about recycling via local media and social media. We focused on food waste due to the amount (36%) that is currently put into the general waste bin which could be recycled and would free up space for non-recyclable items.
- 4.5.5 This second phase will take place over the remainder of the summer into autumn and will specifically highlight the exact waste service changes that are being made. This will be achieved using the following channels:
- **Direct mail** – an information pack issued to each household explaining how to dispose of waste correctly and designed to be kept as a reference guide longer-term,
 - **Media releases** – highlighting the changes,
 - **Social Media** – the campaign to raise awareness will continue throughout the summer and autumn months to continue to improve recycling levels.

- **Road shows** – presence at events/community councils/shopping centres/libraries/council customer service centres/displays in public buildings

4.5.6 An information session for all Elected Members on the service changes has already taken place. A further information session will take place before the new service goes live and a full pack of information shall be provided. Elected Members have also been provided with details of the roadshows.

4.5.7 Officers from Environment & Infrastructure are also undertaking presentations at all Local Area Committees during August / September. This is complemented by presentations to Community Councils and other community groups.

5. **Waste and Recycling Policies**

5.1 The Scottish Household Recycling Charter sets clear, consistent standards and objectives in relation to Councils' Waste & Recycling policies, as follows:

- By ensuring that local policies encourage householders to recycle by reducing the collection of waste that cannot be recycled (i.e. excess waste/side waste).
- Ensure that our local policies provide householders with sufficient capacity for their waste, recognising that some households will produce more waste than others,
- Ensure that our local policies direct our collection crews to not collect containers for waste that cannot be recycled that clearly contain recyclable materials (including paper, card, glass, plastics, metals and food)
- Ensure that where householders have not followed our collection advice and policies, we will ensure our policies for communicating and taking corrective action are delivered consistently.
- Ensure that policies for bulky or excess waste encourage citizens to recycle and reuse, where this is practicable to do so.

5.2 Whilst current Renfrewshire Council waste and recycling policies largely reflect the above, these have been reviewed and refreshed to reflect the upcoming service change.

5.3 As part of the agreed service change, residents will be supported during the settling in period, with waste advisers being on site and visiting properties to offer advice and support.

5.4 The reviewed and refreshed policies are attached in Appendix 1 of this report for approval.

Implications of the Report

1. **Financial** – As previously reported to this Policy Board in November 2017, a £1.3 million investment funded from the Council's Strategic Waste Reserve, with a financial payback period of 1.6 years. The financial savings will arise from the implementation of the service delivery changes to residual waste and dry recycle kerbside collections.
2. **HR & Organisational Development** -. The service delivery changes will result in a small reduction in the number of employees, approximately 6, which can be managed as part of the service workforce planning process.
3. **Community Planning – Creating a Sustainable Renfrewshire`** - It is anticipated that a combination of the revised collection arrangements for residual waste and the provision of the additional recycling bin will increase household recycling levels by up to 5%
4. **Legal** – None
5. **Property/Assets** – None
6. **Information Technology** – None
7. **Equality & Human Rights** - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report as the proposals recognise individual arrangements that would have to be accommodated due to particular circumstances. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety** – None
9. **Procurement** – A procurement strategy was developed at the outset of the project and continues to be utilised through to project completion.
10. **Risk** - A risk register has been utilised as part of the implementation.
11. **Privacy Impact** - None
12. **CoSLA Policy Position** – None

List of Background Papers – None

Author: Gerard Hannah, Interim Head of Operations & Infrastructure

**Renfrewshire Council
Household Waste and Recycling Policies**

- 1.1 The Council's Policy is to provide households with the following waste and recycling containers where practicable.
- One 240 litre grey/black wheeled bin for the storage of general domestic (non-recyclable) waste
 - One 240 litre blue wheeled bin for the collection of paper & card
 - One 240 litre brown wheeled bin for the collection of garden waste and food waste.
 - One 240 litre green wheeled bin for the collection of plastics, metal and glass

A small 7 litre internal kitchen caddy and biodegradable liners are available to households to assist in the collection of cooked and uncooked food waste.

- 1.2 Additional recycling capacity will be provided if required, up to a maximum of 2 x 240 litre (blue/green/brown) wheeled bins per household. Alternatively, one single larger container (360 litre capacity) may be provided
- 1.3 Bins that are damaged during collection will be replaced without charge. Where a bin is damaged through negligence or is stolen, the householder will be liable for cost of replacement.
- 1.4 New build properties will be required to purchase their bins prior to receiving a service. The most up to date cost of containers can be found on the fees and charges section of the Council's website. Bins should be ordered via our contact centre on 0300 300 0300.
- 1.5 Only wheeled bins supplied by Renfrewshire Council will be emptied.

2. Additional Non-Recyclable Waste Capacity

- 2.1 Renfrewshire Council will consider providing additional capacity for non-recyclable waste to householders meeting the following criteria and demonstrating recycling of waste products;
- five or more permanent residents in the household
 - non-recyclable healthcare wastes are generated
 - 2 or more children aged 3 or under in disposable nappies
 - exceptional circumstances at the discretion of the Waste Services Manager.
- 2.2 Households considered eligible for additional capacity will be provided with an additional or larger grey wheeled container for non-recyclable waste, free of charge.

- 2.3 Additional capacity will only be provided on evidence that the householder is making full use of the kerbside recycling services. Householders waste may be subject to an audit by a Waste Adviser.
- 2.4 Applicants are required to provide evidence in support of their additional non-recyclable waste capacity application and are required to re-register on an annual basis.
- 2.5 Householders must notify the Council if circumstances change during the 12-month agreement period which may alter their eligibility for additional non-recyclable waste capacity.

3. Presentation, Storage and Collection

- 3.1 The householder is required to present the appropriate bin(s) with the lid closed at the kerbside (or agreed uplift location) by 7:00am on the morning of collection.
- 3.2 The collection crew will not return for bins that are not presented in time. Bins not presented in time for uplift should be returned to the storage location and re-presented on the next scheduled collection day.
- 3.3 Bins should be presented in such a way that they do not cause obstruction to pedestrians or road users.
- 3.4 Side waste or excess waste will not be accepted i.e. excess bags, cardboard boxes etc other than in circumstances communicated by the Council.
- 3.5 Overfilled and/or excessively heavy bins will not be accepted. Bins with items wedged into them will be left as these may present health and safety implications to operatives. The resident should rectify the issue and correctly re-present their bin on the next scheduled collection day.
- 3.6 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. See point 9.1 for location details.
- 3.7 Bins must be stored where possible within the curtilage of the property i.e. bin store, back court, garden etc.
- 3.8 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.
- 3.9 The Council reserves the right to remove any unauthorised bins presented or left on the pavement, if previous requests for householder co-operation in removing them are not adhered to.
- 3.10 Residents are advised to identify their bins with a house name or number.

- 3.11 Householders are responsible for ensuring the correct materials are deposited in the appropriate bin (see point 5.1).
- 3.12 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.
- 3.13 Bins will be replaced after emptying by collectors 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.
- 3.14 Access for the Refuse Collection Vehicle should be maintained on uplift days. Failure to do so may result in a missed collection, see point 6.3. Repeated missed bins due to access issues will result in collection arrangements being reviewed.

4. Assisted Collections

- 4.1 As part of the Council's approach to empowering our communities, residents who would normally need this service are encouraged to ask a relative or neighbour to help with bins.
- 4.2 An assisted collection service will be provided when, due to age or a physical or medical condition no member of a household is able to present or retrieve their own bin(s) and have no other means of support to do this. This service is free of charge to people who qualify for it. You may be visited by a council officer to check your eligibility for the scheme.
- 4.3 Applicants must provide evidence in support of their application and are required to re-register on an annual basis.
- 4.4 Bins will be collected from an agreed location within the curtilage of the property. All properties are risk assessed by a Council Officer to determine the manual handling risks associated with uplifting bins. Should a perceived risk be identified it may necessitate a change to a sack uplift collection service. In instances of this nature, appropriate sacks will be provided to the householder.
- 4.5 Residents are required to ensure the bin storage area is easily accessible to the bin crews. Gates should be unlocked and in good working condition to allow access. Dogs should be secured elsewhere to allow staff safe access to the property.
- 4.6 When moving house, it is important that residents who receive an assisted collection inform the Council so that records can be updated.
- 4.7 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.

- 4.8 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).

5. Contaminated Bins

- 5.1 Only waste or recycling materials detailed in Council provided Service information, will be accepted;

- Grey Bin – Non-recyclable Waste
- Blue Bin – Dry Mixed Recyclables – Paper & Cardboard
- Brown Bin – Garden & Food Waste
- Green Bin – Dry mixed Recyclables– Plastics, Cans & Glass

Refer to www.renfrewshire.gov.uk for more information on recycling

- 5.2 Householders are responsible for the waste and recycling that is contained in their bins. Renfrewshire Council do not take responsibility for contaminated bins.
- 5.3 Contaminated bins will not be uplifted as they may contaminate the entire load within the vehicle.
- 5.4 If contamination is found, the refuse collection crew will place a hanger on the bin, to advise the householder, and record the contamination.
- 5.5 Contaminated bins will not be returned for and will only be emptied on the next scheduled collection provided the contaminants are removed.
- 5.6 Table 1 below is a guide to help determine whether a bin is deemed to be contaminated or not and the action to be taken

Table 1

Contamination level/Reason	Description	Action
Severe contamination; or repeat offender of medium contamination	Filled black bags, food waste, more non-recycling than recycling. Or repeat offender of medium contamination.	1) Do not empty bin 2) Attach Bin Hanger/Sticker 3) Record on Collective 4) Letter sent to householder
Moderate contamination	Obvious misunderstanding of materials accepted – more than two but less than ten wrong items visible when bin lid is opened (there needs to be more recycling than nonrecycling)	1) Empty bin 2) Bin Hanger/Sticker 3) Leave wrong items in a bag tied to the bin or remove if possible 4) Record on Collective
Low contamination	Two or less visible wrong items when the bin lid is opened.	1) Empty bin – likely that it is accidental. 2) No requirement to record

- 5.7 Renfrewshire Council reserve the right to withdraw the recycling service if repeated contamination occurs. Any loss of recycling capacity by service removal (as a result of repeated contamination) will not be replaced and non-recyclable waste collections will remain unchanged.

6. Missed Bins

- 6.1 Bins should be placed at the kerbside or agreed uplift point by 7.00am on the scheduled collection day. The Council will not return for bins missed due to late or incorrect presentation. It will be the resident's responsibility to dispose of any excess waste, either free of charge at a Household Waste Recycling Centre or by arranging a chargeable special uplift.
- 6.2 Where the bin has been missed due to a collection error, this should be reported by contacting the Customer Service Centre. If the Council agree that the cause of the missed bin was a collection error the bin should remain at the collection point, the Council will aim to collect it within 2 days. If after this time the vehicle has been unable to return the bin should be returned to the storage point.
- 6.3 Where the bin has been missed due to access issues, this should be reported by contacting the Customer Service Centre. If the Council agree that the cause of the missed bin was an access issue the bin should remain at the collection point, the Council will aim to collect it within 2 days. If after this time the vehicle has been unable to return the bin should be returned to the storage point. Bagged waste can be placed next to the grey bin when it is presented for uplift on the next scheduled collection.
- 6.4 Adverse weather or other conditions beyond the Council's control can disrupt collections. In such circumstances collection arrangements will be made as soon as possible and householders should leave their bins out for 2 days after the normal collection. If bins are not collected within this time, please refer to the Council's website for collection updates.
- 6.5 If bins are not emptied due to waste being tightly lodged or frozen, the bin will not be collected until the next scheduled collection and excess waste will not be accepted. Householders must ensure that the waste is freed and any items are dislodged before re-presenting.

7. Non-Standard Waste and Recycling Services

- 7.1 There are a number of variations to the standard waste and recycling service outlined above for practical or operational reasons e.g. a large proportion of flats and tenements share bins for refuse and recycling due to restricted storage space. Some properties have a sack collection due to inadequate storage and practicalities relating to presentation of bins. High flats and maisonettes (with bin chutes) use bulk or paladin bins and have a local mini recycling site. Rural properties do not have a garden and food waste collection service. There is no statutory requirement on the Council to provide garden waste collection services and rural properties have been

excluded from the legislative requirements on Councils to collect food waste separately.

The following containers are / will be provided:

Flats and tenements

- Individual or communal grey wheeled bins (240 or 360 litre capacity) – residual, non recyclable waste
- Individual or communal blue wheeled bins (240 or 360 litre capacity) – paper and cardboard
- Individual or communal green wheeled bins (240 or 360 litre capacity) - plastics, cans and glass
- Large communal grey 1280 litre bins – residual, non recyclable waste
- Large communal blue 1280 litre bins – paper and card
- Large communal green 1280 litre bins – plastics, cans and glass
- Food caddies or a communal 140 litre green food waste bin

Rural properties

- One 240 litre blue wheeled bin - paper & card
- One 240 litre or 360 litre grey/black wheeled bin - residual, non-recyclable waste
- One 240 litre green wheeled bin - plastics, cans and glass

Maisonette and High Flats

- Communal Paladin or Continental 1280 litre bulk bins.(weekly / multi frequency)
- Local mini recycling sites with 1280 litre blue & green bins (weekly)
- Green 140 litre wheeled bins for food waste (weekly)

Sack collection

- Black sack (weekly) – residual, non recyclable waste
- Blue sack (weekly) – paper and card
- Green sack(weekly) – plastics, cans and glass

7.2 Additional recycling capacity will be provided if required, up to a maximum of 2 x 240 of each colour bin where space permits.

7.3 Additional capacity for non-recyclable waste will only be provided as detailed in section 2 of this Household Waste and Recycling Policy.

7.4 Additional sacks are provided to residents with this service free of charge and on request.

8. Special Uplift/Bulky Uplift Collections

8.1 The Council also provides a waste collection service for certain large or bulky items. Before booking a special uplift, residents are asked to consider if the item can be re-used by someone else. Charities can also often make good use of items that some

residents are prepared to dispose of and, in some cases, may even be able to arrange for the item to be collected.

- 8.2 The Council charges for collection of bulky waste items. An up to date list of fees and charges is available on the website. Bookings can be made via the website or the customer contact centre.
- 8.3 The items must be booked in for collection and will only be collected if they are easily accessible and as described. Only items listed on the booking will be collected. Where items cannot be collected a waste supervisor will contact the resident to offer advice.
- 8.4 Hazardous, clinical or toxic waste will not be collected. Residents should contact us for advice on the best way to dispose of these types of waste.

9. Household Waste Recycling Centres

- 9.1 The Council operates 5 household waste recycling centres (HWRC) at the following locations:

- **Erskine:** Barrhill Road, Erskine PA8 6BU
- **Johnstone:** Miller Street, Johnstone PA5 8HP
- **Linwood:** Middleton Road, Linwood PA3 3DP
- **Paisley:** Underwood Road, Paisley PA3 1TL
- **Renfrew:** Haining Road, Renfrew PA4 0AJ

A full list of items accepted at each site and opening hours can be found on the Council's [web site](#).

- 9.2 Household Waste Recycling Centres are provided for use by Renfrewshire residents and for the recycling and disposal of household waste only. There is no provision for commercial waste at any site.
- 9.3 Residents wishing to use a commercial style vehicle (van, pick up, trailer or mini bus) to dispose of their waste must apply for a HWRC permit prior to admission to the site. Full terms and conditions of the permit scheme can be found on our website.
- 9.4 Waste is subject to inspection by a member of staff. If waste is suspected to be commercial in origin it will not be permitted to the site.

10 Variations to the New Household Waste & Recycling Service

- 10.1 Recognising that there may be instances whereby conditions might be exceptional, variations will be considered if one or more of the following conditions exist:
- The property is not on a garden waste collection route and therefore does not have access to the food waste service.

- Residents at the property are infirm or disabled such that they cannot put the bin out nor retrieve it themselves and there is no-one else who can complete this task for them reliably.
- Where wheeled bins for waste and recycling cannot be accommodated and/or serviced.
- If multiple properties require to store/present waste in the same location.
- Where travel is required up a private and/or un-adopted road.
- The Council has authorised another receptacle, container or sack in the absence of a wheeled bin.
- In exceptional circumstances as determined by the Waste Services Manager.

11 Rural Collection Services

- 11.1 Renfrewshire Council do not have any obligation to provide all properties with the full range of kerbside services in circumstances where this would present significant operational and/or cost implications, e.g. some flats and tenements and all rural properties are not provided with a garden and food waste collection. Flats and tenements are provided with a weekly food waste (caddy) service as an alternative.

12 Communal Containers

- 12.1 Communal containers will be provided if it is not feasible to provide each individual property within a flatted premise/multi occupancy dwelling with their own containers to store waste and recycling.
- 12.2. Communal containers will be provided at an agreed bin storage location, usually the kerbside or road end, where the refuse collection vehicle cannot gain access to multiple properties to service bins because of the road width, height limitations, inadequate turning or other restrictions out with the Councils control.
- 12.3 Communal bin collection points should be a level hard standing surface, a maximum of 10 metres from where the refuse collection vehicle can safely stop. To enable servicing a suitable surface over which the communal containers can be manoeuvred to the rear of the vehicle must be maintained.

13 Access Road Specification

- 13.1 Refuse Collection Vehicles will only provide kerbside waste and recycling collections to properties situated on a private and / or unadopted road if all of the following conditions are met:
- 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).
 - 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 or cattle grids, must also be capable of withstanding these loads.

- 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).
- The road surface must be in a condition deemed acceptable by Renfrewshire 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).
- 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).
- 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.

13.2 Failure to meet any of the above conditions will prevent the refuse collection vehicle from servicing bins and result in collection arrangements being reviewed.