

Members' Library Service Request Form

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Document Title	Bulky Uplift Criteria for Collection

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REPORT TO: Members' Library Service

MEETING DATE:

BY: Head of Infrastructure

SUBJECT: Bulky Uplift Criteria for Collection

1 PURPOSE

1.1 To update members on Bulky Uplift criteria for collection.

2 RECOMMENDATIONS

2.1 Members are asked to note the contents of this report.

3 BACKGROUND

3.1 The Environmental Protection Act 1990 places a number of statutory obligations on Local Authorities for the collection of household waste. And while there is no statutory obligation to provide a service to collect large items of household waste, the majority of Councils do provide a collection service, while recovering the costs for the collection through the provisions of the Controlled Waste Regulations 1992 which allow for a charge to be made for the collection of certain types of household waste.

3.2 East Lothian Council currently provides a free bulky waste collection service to all households. The service is provided through a telephone booking system on a first come, first served basis, and due to resource limitations the waiting times for a collection slot can be in excess of six weeks.

3.3 Throughout the continued pandemic period there has been an uplift in the demand for the service, which has further increased the waiting time for citizens to receive a collection slot. During the initial lockdown phase Waste Services took over the booking of bulky waste collection requests, which has highlighted that a number of the requests are being made for items that do not fall within the intended remit of the service. These requests can be for items as small as toasters and lightbulbs, and emphasises the need for clearer guidance on the use of the service.

3.4 The Council's Household Waste Collection Policy (Appendix 1), stipulates that the service is for the collection of large and bulky household waste items,

such as mattresses, furniture and large kitchen appliances that cannot be reused, are too big to fit into a wheeled bin and cannot be transported to a Recycling Centre.

3.5 The Policy identifies that there are a number of items that we cannot collect, due to their size, weight or suitability for our waste disposal outlet, and that in such circumstances, householders will need to make their own arrangements to have these items collected and disposed of. The Policy also states that we will not collect excess black bag waste through this service or waste that can be recycled at the kerbside.

3.6 PROPOSAL

3.6.1 The current web information seen within Appendix 2, provides only limited guidance on the type of item that can be collected, with the only clearly restricted items identified as the following:

- black bags
- garden waste
- paint
- gas cylinders
- car batteries
- cooking oil
- engine oil

3.6.2 As part of the Council's digital transformation programme, the Council has designed a new booking system, which will allow citizens to book their own bulky waste collection online. The detailed description of bulky uplift items as seen in Appendix 3 provides a clear indication of what can and cannot be collected through the bulky waste collection service, this follows similar guidance used by our neighbouring authorities and will provide clear information to citizens on the items they can book a collection for.

4 POLICY IMPLICATIONS

4.1 There are no policy implications, as the proposal only changes the guidance provided for the bulky uplift collection service.

5 INTEGRATED IMPACT ASSESSMENT

5.1 The subject of this report does not affect the wellbeing of the community or have a significant impact on equality, the environment or economy.

6 RESOURCE IMPLICATIONS

6.1 Finance - The cost to deliver the bulky uplift service is part of the Waste Services budget. There is no current recharge to citizens for this service.

6.2 Personnel - None

6.3 Other - None

7 BACKGROUND PAPERS

7.1 None

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East Lothian Council Household Waste Collection Policy

The following applies to the household waste collections carried out by East Lothian Council.

1. All collections

Waste Services will carry out waste and recycling collections where householders have presented the materials correctly.

We will only collect materials presented in containers that have been provided by Waste Services.

- Householders may only present one bin for residual or garden waste, additional bins will not be collected.
- Householders may present more than one set of boxes for the recycling collections and more than one outdoor caddy for the food waste collections.

All containers should be presented at the kerbside or another suitable location so they can be clearly seen and collected safely.

- Containers must be presented no later than 07:00am on the day of collection. If put out later, households run the risk that they may not be collected.

We will return bins, boxes and caddies to a safe place near to where we collected. Sacks will not be returned.

In order to keep streets clear householders are asked to remove their containers as soon as reasonably possible after the collection has taken place, and return them to within the boundary of their property, or their allocated storage area.

Containers should not be overloaded either in terms of volume or weight or loaded in a manner, which makes emptying them unsafe.

To prevent spillages householders should present bins with the lid closed. Sacks should not be overfilled and should be tied at the neck. Boxes should be covered with a lid/cover, and the lid/cover should be secured to the box using the ties provided. Food waste caddies should be presented with the lid firmly locked.

Where householders have wheeled bins for residual and garden waste, they are asked not to present any waste that cannot fit in the wheeled bin.

- Waste not contained within a bin will not be uplifted.
- Bins may not be uplifted unless the lid is fully closed.

Glass, cans, plastics, paper and cardboard should not be presented in sacks. Sacks containing these materials will be left for the householder to present correctly on their next collection. Large cardboard boxes can be flattened and presented alongside the householder's boxes.

Where containers have been presented incorrectly, a sticker will be put on the container to explain why the container could not be emptied. With boxes, a card may be put into the box instead.

Householders should tell Waste Services if any of their containers are damaged. We will either repair or replace the container on a like-for-like basis, with the exception of; the larger refuse bins, which will only be replaced on successful reapplication and; the red and blue lidded wheeled bins that were provided for monthly collections of recycling, which will be replaced with boxes.

- If it is determined that the householder has wilfully damaged the container we reserve the right to charge for a replacement.

The householder is responsible for ensuring that their containers are kept in a clean and hygienic condition.

- Where communal containers are provided it will be the responsibility of all householders to ensure that bin is treated and presented correctly.

Containers remain the property of East Lothian Council and should be left at a property if the householder moves.

2. Non Recyclable Waste Collection

Each household will usually be provided with a wheeled bin in which to present their non recyclable waste for collection.

- Households will usually be given one 240 litre wheeled bin for refuse. Single occupancy households may be given a smaller 140 litre wheeled bin.
- Households given a 240 litre bin have the option to swap this for a smaller 140 litre bin.

In certain cases, residents may be provided with a communal wheeled bin for use by a prescribed number of properties. The capacity provided will be to the equivalent of 140 litres for each single occupancy property and 240 litres for all other properties assigned to that bin.

Where wheeled bins are not suitable for collection from a property sacks will be provided by East Lothian Council on a quarterly basis.

A 360 litre bin may be available where:

- Properties have six or more people permanently residing at the address; or
- Properties have one or more person at that address who suffers from a medical condition that directly results in that household producing additional waste; or
- Properties have more than two children under three.

An application form must be completed and returned to Waste Services for evaluation. Waste Services may request the following documentation: photocopies of the birth certificates for the people residing at that address and a photocopied household bill before the application can be processed.

Householders must take part in all the recycling collection services available to them before a request to receive a larger bin will be considered. Householders may be required to complete a waste diary and our Recycling Advisors may carry out a waste audit of the non recyclable waste bin. Householders may also be monitored, from time to time, to ensure they are taking part in the recycling collections.

The requirement for a 360 litre bin will be reviewed over time and if any of the above criteria are no longer met the bin will be replaced with a smaller one.

If a householder for any reason reports a 360 litre bin as missing or damaged and another 360 litre bin is requested the household will need to reapply and to prove they can still meet the same criteria.

3. Garden Waste Collection (Brown Wheeled Bins)

A brown wheeled bin for garden waste is available to all properties. Brown bins will however only be delivered at the request of the householder.

- Householders may request to receive either a 140 litre brown bin or a 240 litre brown bin.
- Householders can request a brown bin is exchanged for the other available size, but no additional containers will be issued.

Details of what materials can and cannot go into the brown bin are provided in your collection calendar and online. Putting the wrong materials into your brown bin will mean it cannot be collected as it would contaminate the rest of the garden waste collected on that day.

- If repeated contamination is found, we may remove the brown bin and stop the collection service.

On their next collection date following Christmas, householders may put out a real Christmas tree for collection on their brown bin collection day, provided it is no more than six feet in length. We will not collect side waste at any other time.

4. Recycling Collections

The recycling box collection will be carried out on a fortnightly basis for all properties.

Each household will be entitled, as a minimum, to one 45 litre blue box (paper and card) and one 55 litre green box (glass, cans and plastic food and drinks containers).

- Householders may request additional containers of either colour, and may present as many containers for collection as needed.

The different materials should be presented within the correct container and no other materials should be presented. Cardboard may be presented in one of the three ways described online. We will not collect material presented in sacks. All boxes should be presented with a cover; covers should be secured by their ties through the holes in the handles of the boxes by the householder.

Where containers do not contain the correct materials or materials are not presented correctly, they may not be collected. The householder would then need to represent the containers correctly on their next collection date.

7. Food Waste Collections

Every household in East Lothian is provided with a weekly food waste collection.

Each Household will be entitled, as a minimum, to one 7 litre silver kitchen caddy and one 23 litre silver outdoor caddy to present at the kerbside.

- Householders may request additional containers, and may present as many containers for collection as needed.

We will only collect food waste that is presented in the outdoor caddies we have provided. All food waste placed in the outdoor caddy should be bagged, using only the liners provided by East Lothian Council. Additional liners should be requested by securing the yellow tag, found towards the end of each roll, to the handle of the outdoor caddy.

Details of what materials can and cannot go into the silver caddy are provided in your collection calendar and online. Where the caddy contains the wrong material it will not be emptied.

Householders would then need to remove this material and represent the caddy correctly at their next collection.

8. Assisted Collection (Pull Out)

An assisted collection service is available for householders who are not able, through disability, age or ill health, to present their containers to the point of collection.

This service is available on application for the following collections:

- Non recyclable waste collection;
- Regular garden waste collection;
- Recycling box collection;
- Food waste caddy collection.

The service is available to households where there is no one living at the household over 16 who would be physically able to take the containers to a collection point.

Once an application has been received, a Recycling Advisor will visit to ensure that containers can be removed and emptied in as safe a manner as is possible.

- The Advisor may alter the type or size of container, or request that a receptacle is stored at a more accessible location.

Householders will be asked to make sure access is provided on the day of collection.

Receptacles once emptied, will be returned to the point of collection, unless otherwise agreed.

9. Bulky Waste Collections

The bulky waste collection service is for the collection of large and bulky household waste items, such as mattresses, furniture and large kitchen appliances that cannot be reused, are too big to fit into a wheeled bin and cannot be transported to a Recycling Centre.

There are a number of items that we cannot collect, due to their size, weight or suitability for our waste disposal outlet, in such circumstances, householders will need to make their own arrangements to have these items collected and disposed of.

We will not collect excess black bag waste through this service or waste that can be recycled at the kerbside.

The bulky waste collection service is divided into a number of categories; items falling within these categories will be subject to a specified collection.

The categories for the bulky waste collection service are:

- Large household items of mixed materials;
- Fridges, freezers and large electrical items;
- Large metal items;
- Large wooden items of furniture.

Guidance on what items we collect and the category they fall into is available.

Householders that would like to book a bulky waste collection should email wasteservices@eastlothian.gov.uk

When booking a bulky waste collection, householders will be asked to provide their name and the address of the collection. They will be asked to clearly identify each individual item they would like to have collected and what material it is made of.

The number of items that a householder can have collected in one category at one time is restricted. Guidance on this is available.

Householders will be issued a date or dates on which the items will be collected. The earliest available date for that items category will be the one allocated, unless a later available date is otherwise requested.

Should householders find between booking the collection and the collection date(s) that they need extra items to be added, as long as they have not reached their quota in that category they can add items by emailing Waste Services no later than 11:00am on the day before their collection is due.

Should householders find that they no longer need an allocated collection slot, they are requested to contact Waste Services to cancel the booking and make that slot available to other householders. Failure to cancel or repeated non presentation of booked items, may result in the household being blocked from making further bulky waste collection booking requests.

All items put out for collection must be presented in a safe and tidy manner on the kerbside. Full guidance on the presentation of bulky waste is available.

- Items that have not been presented correctly may not be collected.
- Householders are expected to supply all suitable containment for any items booked. Sacks presented for most waste items may not be returned.
- Only items that have been booked for collection on that day will be removed, all other items will be left.

If a householder feels that through disability, age or ill health, they may not be able to present their items on the kerbside, they should state this at the time of booking. No collection should be booked until a Recycling Advisor has visited the property to ensure that items can be removed in a safe manner.

Where we cannot gain access because of road works, parked vehicles or other reason out with our control, we will attempt to carry out the collection as soon as we can. If this does not happen or the householder has brought the items off the kerbside, they should contact Waste Services to arrange another suitable date.

Where the collection has not been taken due to incorrect presentation or has not been put out on time. Waste Services will tell the contact centre the reasons why the lift was not taken. Householders will be able to rebook the lift and we will collect provided the lift is out on time and presented correctly.

Householders will be responsible for making their own arrangements for the safe and appropriate disposal of uncollected waste, and for representing the receptacle and/or waste material correctly.

Appendix 2

Bulky waste collections

Before you contact us to arrange a bulky waste collection, could your item be reused?

If you have large items at home that you no longer need and are still in good condition, they could be recycled/reused through Recycle for Scotland.

Items accepted include:

- furniture in a reusable condition
- soft furnishings such as sofas, mattresses and armchairs that have fire regulations labels attached
- electrical items such as washing machines, fridges and cookers in good working order.

[Visit Recycle for Scotland Re-use Line](#) to find details of re-use organisations that can collect from your area. You can then look to arrange a collection with one of these organisations.

What can I have collected?

The bulky waste collection service is for the collection of bulky household items such as mattresses, furniture and large kitchen appliances that cannot be reused, are too big to fit into a wheeled bin and cannot be transported to your local Recycling Centre.

We will not collect any black bags or garden waste as part of a bulky waste collection.

There are some items which are not suitable for the bulky waste collection and cannot go into your wheeled bin.

The following items should be taken to a Recycling Centre:

- paint
- gas cylinders
- car batteries
- cooking oil
- engine oil.

How do I book a collection?

You can book a bulky waste collection by emailing wasteservices@eastlothian.gov.uk

Please provide us with your Name, Address and Postcode and details of the items you are requesting a collection for.

How much will it cost and how long will I have to wait?

The bulky waste collection service is free of charge. However there are only a limited number of slots available each week and you may find that you have to wait much longer than expected before a collection slot is available to book.

You may also be allocated more than one collection date depending on the number and type of items you want uplifted; we carry out separate recycling collections for fridge-freezers and large electricals, metal and wooden items.

Where should I present my items for collection?

All items booked for collection should be presented at the kerbside by 7.00am on the day of collection. We do not carry out collections from gardens, driveways or inside houses.

Why haven't my items been collected?

- collection crews will only collect the items listed on your order
- items must be presented neatly at the kerbside by 7.00am
- we cannot collect items from between parked cars or from communal bin stores

If your bulky waste collection has not taken place on the day you were given, and you had presented it on the kerbside by 7.00am, please email wasteservices@eastlothian.gov.uk

Appendix 3

East Lothian Council

Bulky Uplifts

This service is for household items only, and therefore cannot be used by a business, or for items such as commercial fridges or freezers. We do not collect liquids or hazardous materials, e.g. asbestos.

Items we can collect

- Beds
- Chairs
- White goods
- Electric heaters
- Fireplaces and fire surrounds
- Fridges/freezers (emptied, clean and defrosted)
- Mattresses
- Metal
- Radiators
- Sofas
- Storage heaters (bricks removed)
- **Tables – size to be confirmed**
- Televisions
- Wardrobes
- Carpets
- Rugs - maximum size 280 x 360cm or 9'2" x 11'10"

Items we cannot collect

- Building materials, including bags of rubbish/rubble
- Car batteries or any other type of battery
- Baths/toilets/sinks
- Concrete coal bunkers
- Fences
- Garage doors
- Garden sheds
- Garden swings
- Garden waste
- Gas bottles
- General waste
- Glass
- Heating/oil tanks
- Paint
- Pianos
- Safes

- Storage heater bricks
- Trampolines
- Tyres
- External/Patio/French Doors/Windows
- Greenhouses
- Kids Ride on Toys
- Black Bagged Waste
- Small electrical items
- Clothes Horse
- Electric Recliners

We reserve the right to leave items presented that are not acceptable or unsafe for collection.