

## **Item: 10**

**Development and Infrastructure Committee: 10 September 2019.**

**Household Refuse and Recycling Service Policies.**

**Report by Executive Director of Development and Infrastructure.**

### **1. Purpose of Report**

To consider endorsement of the Household Refuse and Recycling Service Policies.

### **2. Recommendations**

The Committee is invited to note:

#### **2.1.**

That, during 2012 to 2013, an Alternate Weekly Collection for household refuse was introduced, with a range of procedures in place to support the Council's approach to the service.

#### **2.2.**

That the range of procedures have been combined into a single document, Household Refuse and Recycling Service Policies, attached as Appendix 1 to this report.

#### **2.3.**

That the policies will be reviewed on a regular basis, taking into account changing legislative, policy and operational requirements, to ensure that they remain current, reflect best practice and represent efficient and effective practices.

**It is recommended:**

#### **2.4.**

That the Household Refuse and Recycling Service Policies, attached as Appendix 1 to this report, be endorsed.

### **3. Background**

#### **3.1.**

Alternate Weekly Collection (AWC) was introduced during 2012 to 2013 with a number of procedures put in place to support the Council's overall approach. This included an alternate collection method, an assisted waste collection method and others.

### **3.2.**

In March 2018, Members received a briefing note which provided an overview of the current services offered to households. These have now been clearly articulated and captured in one document, attached as Appendix 1 to this report. It should be noted that, going forward, there will likely be additions and changes as the service seeks to deliver against a number of key drivers and against the backdrop of evolving legislation and regulatory policy. These include:

- Replacement of the Orkney and Shetland Area Waste Management Plan.
- Changes in legislation, such as the introduction of a Deposit Return Scheme which will impact on the Council's collection services.
- Delivery of agreed efficiencies such as potential alterations to beach-cleaning support or reviewing the frequency of recycling collections.

### **3.3.**

Given the continued pressure to meet efficiency targets and mitigate against increasing costs whilst continuing to deliver the same level of service, some amendments to operational approaches have been introduced since March 2018. These amendments have been reflected in the Household Refuse and Recycling Service Policies document. The changes have been largely concerned with ensuring clarity, transparency and consistency with the services provided, with the Policies document providing a reference point for customers, officers and Members on future service provision standards.

## **4. Household Refuse and Recycling Service Policies**

### **4.1.**

Having greater visibility of the Council's approach to the delivery of services in this area in one document has a number of distinct advantages:

- To enable Members to use the document to provide responses to constituent enquiries and in any formal response to complaints.
- Beneficial to employees.
- Households can easily see the range of services available and what to expect, removing any uncertainty for both officers and customers alike.

### **4.2.**

The Household Refuse and Recycling Service Policies will require to be amended to reflect changing practice and potential future service standard changes which may arise from budget setting processes. Any such change will first be addressed through the Roads and Environment Consultative Group before being consolidated in a further revised edition of the document. It is proposed that an updated version of the document will be presented to the Committee as necessary for endorsement.

## **5. Corporate Governance**

This report relates to governance and procedural issues and therefore does not directly support and contribute to improved outcomes for communities as outlined in the Council Plan and the Local Outcomes Improvement Plan.

## **6. Financial Implications**

Should the Council systematically apply the Policies as written, it can support reductions in household waste arising and increased recycling which leads to cost reductions in respect of waste disposal charges. This coupled with increased income generation from additional recycling can help 'offset' budgetary pressures faced by the service and indeed the Council's overall financial position.

## **7. Legal Aspects**

### **7.1.**

The Environmental Protection Act 1990 Section 45 places a duty on the Council to arrange for the collection of household waste in Orkney except waste (i) which is situated at a place which in the opinion of the authority is so isolated or inaccessible that the cost of collecting it would be unreasonably high, and (ii) adequate arrangements for its disposal have been or can reasonably be expected to be made by a person who controls the waste.

### **7.2.**

Further legal obligations as prescribed in the Waste Scotland Regulations 2012 amends the EPA 1990, 45C (2) where the Council must arrange for residents to have containers to facilitate the separate collection of dry recyclates to include (a) glass, (b) metals (c) plastics, (d) paper or (e) card (including cardboard).

## **8. Contact Officers**

Gavin Barr, Executive Director of Development and Infrastructure, extension 2301,  
Email [gavin.barr@orkney.gov.uk](mailto:gavin.barr@orkney.gov.uk)

Darren Richardson, Head of Infrastructure and Strategic Projects, extension 2310,  
Email [darren.richardson@orkney.gov.uk](mailto:darren.richardson@orkney.gov.uk)

Lorna Richardson, Strategic Projects and Policies Manager, extension 2322,  
Email [lorna.richardson@orkney.gov.uk](mailto:lorna.richardson@orkney.gov.uk)

Jayne Venables, Project Co-ordination Manager, extension 2315,  
Email [jayne.venables@orkney.gov.uk](mailto:jayne.venables@orkney.gov.uk)

## **9. Appendix**

Appendix 1: Household Refuse and Recycling Service Policies.

2018-2022



# Orkney Islands Council

Household Refuse and Recycling Service Policies





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# Why we all need to take responsibility

By Councillor Graham Sinclair  
Chair of Development and Infrastructure  
Orkney Islands Council



We are all responsible for the generation and careful management of our waste – whether this is municipal waste at home, commercial and industrial waste at work, construction and demolition waste when our houses, workplaces and roads are being built, or agricultural waste when our food is being produced.

In the past, nearly all of Orkney's waste has been deposited in landfills around the County or in the last twenty years has been incinerated in Shetland to create energy to support a district heating scheme. Looking forward continuing down this path isn't an option. In 2018 it cost the Council 2.1 million pounds to deliver the waste management function. In terms of recycling, all recyclates collected are shipped to the Scottish Mainland and to England to a variety of re-processors and receivers but the income from the sale of these only serves to cover their transportation costs.

It is critically important that through the efforts of our residents we try to reduce the volume of waste going for incineration, we can do this by improving our recycling efforts, both at kerbside via the Alternate Weekly Collection system and use of our Household Waste Recycling Centres and Recycling Points.

To continue to make stepped improvements it is important our residents understand the day to day constraints, rules and policies our Environmental Services team operate within. This document focuses on providing clear information to help all Orkney's residents understand what they can do to ensure the services provided are as efficient and effective as they can be.

It sets out why we provide the services as we do, the range and the do's and don'ts in terms of getting the most out of your domestic waste and recycling service. Our ambition being to see a continued fall in the average household waste arising coupled with an increase in tonnages of household waste collected for recycling. This is not new information, the Council introduced Alternate Weekly Collection in 2012, but over time there is a need to review how the approach is going, refresh the information and use it as a reminder to all how we need to operate these services within the constraints we face.



## Introduction

Orkney has seen some significant changes to our recycling services and facilities since the last Orkney and Shetland Area Waste Management Plan was published in March 2003.

A new Kerbside collection service was launched in 2012, providing an alternate weekly collection service to approximately 90% of Orkney's residents.

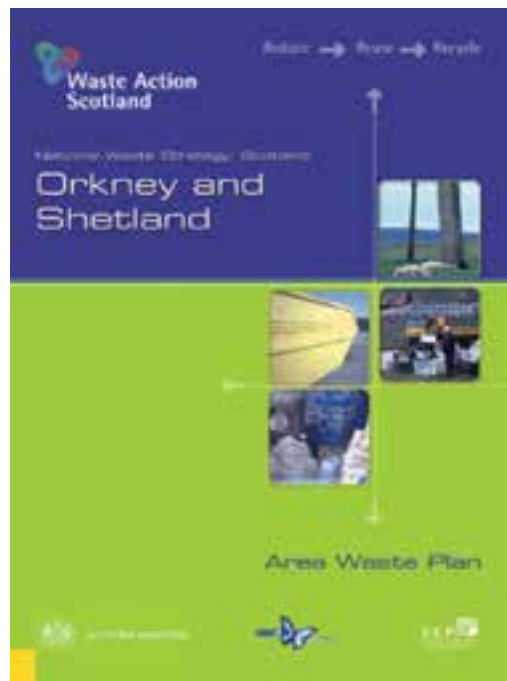
Additional recycling points were introduced around the County and on the majority of the Outer Isles. There are a number of recycling points around Orkney from a local bring bank centre to our five Household Waste Recycling Centres, all put in place to encourage increased recycling participation, whilst reducing the tonnages of household waste being shipped to Shetland for disposal at the Energy from Waste Plant and to contribute to improved performance against targets as set out in Scotland's Zero Waste Plan.

These policies reflect the Council's firm intention to provide a timely and reliable residual waste and recycling collection service to Orkney's communities. However, at a time of significant public sector spending cuts the effective provision of these services can only be made if Orkney's residents, businesses, third sector and voluntary organisations help us more in terms of the day to day responsibility for managing their waste. Any producer, resident or otherwise can do this by reducing their waste, making things last and making a commitment to recycling as much as they can.



These policies highlight current arrangements for managing household waste and recycling and are applicable to the majority of households in Orkney, whether privately owned or rented. It does not apply to commercial waste. A separate policy is available that covers commercial waste and recycling, for more information contact the waste team at [recycling@orkney.gov.uk](mailto:recycling@orkney.gov.uk).

These policies set out the services the Council will provide to manage Orkney's household waste and recycling in a safe and cost-effective way that encourages waste minimisation and increased recycling. It also establishes the positive behaviours the Council expects residents to observe, in order that their waste can be collected and recycled in a regular and efficient manner without detrimental impact to their neighbourhood's local environmental quality.

We are sighted on national targets and government aspirations, but this is a suite of policies suited to Orkney's ability to deliver them.



Set out below is an illustration of the suite of plans that underpin and govern the delivery of waste management in Orkney and the period of time to which they apply:

Policy Output	Delivery Responsibilities	Engagement and Consultation	Application Period
<b>Orkney Strategic Waste Management Plan</b>	Strategic Waste Team	OIC Officers, Members and Users	2022/2047
			
<b>Orkney Policies (Domestic and Commercial)</b>	Strategic Waste Team	OIC Officers	2019/2022
			
<b>Orkney Operational Instructions</b>	Operational Customer Services	OIC Officers	Annual

- **The Future (2022 to 2047) Waste Management Strategy** – This to replace the current Orkney and Shetland Area Waste Management Plan, the Council’s viable, deliverable and affordable approach to future waste processing (collection and disposal) on Orkney.
- **The Current Policies (2019 to 2022)** – Setting out those operational policies in place now, explaining better the linkages between national policy and local delivery for the range of services the council offers and the constraints.
- **The Operational Instructions – (Annual)** Drawn from the Operational Strategy, the actual working instructions for the council’s teams and crews but also a communication tool for customers on what they can expect in terms of the range of services the council provides.

In many respects this is an iterative process and small changes and refinements get made every year, the size of the council’s collection routes change as new homes are built, as they do to incorporate new contracts from commercial customers. The bulk of which pass quietly and smoothly in pursuit of delivering within the constraints the Council faces. The next key and major milestone will be the delivery of a new 25 year Waste Strategy for Orkney from 2022 and linked to this the delivery of any major changes in the overall operation of collection and disposal services should a new waste management facility be developed in the next three years.

## Legal Framework

This policies are underpinned by the following provisions of the Environmental Protection Act 1990 (EPA 1990) that relate to the Council's role as a Waste Collection Authority, the information provided here is a summary and the relevant sections of the EPA 1990 should be referred to for the precise legislative requirements.

- \* **Environmental Protection Act 1990 Section 45** (1)(a) Places a duty on the Council to arrange for the collection of household waste in Orkney except waste (i) which is situated at a place which in the opinion of the authority is so isolated or inaccessible that the cost of collecting it would be unreasonably high, and (ii) adequate arrangements for its disposal have been or can reasonably be expected to be made by a person who controls the waste;
- \* **Environmental Protection Act 1990 Section 46** (1) and (4) Permits the Council to specify the type of receptacle to be used by the householder for the disposal of their waste; The Council can require separate containers to be used for waste which is to be recycled and waste that is not; The Council may also specify the size, construction and maintenance of the containers; The Council may determine the position that residents place their waste collection containers for emptying by the Council and steps to be taken by residents to facilitate the collection of waste from the containers; The Council may stipulate the materials or items which may or may not be placed within the receptacle(s).

The Council's relevant legal obligations for recyclates are prescribed in the Waste (Scotland) Regulations 2012 amends the EPA 1990, 45C (2) where the Council must arrange for residents to have containers to facilitate the separate collection of dry recyclates to include: (a) glass; (b) metals; (c) plastics; (d) paper; or (e) card (including cardboard).



## Why do we need policies?

The key national legislation and policies that have influenced the preparation of these policies are summarised in this section. The Council needs these policies to guide the successful delivery of a household waste and recycling collection service. This needs to meet the requirements set out by legislation, but also needs to be sighted on the needs of Orkney's communities as well as being environmentally and economically advantageous in its delivery. The policies are summarised below and detailed in the sections to follow:

1. Waste and recycling containers
2. Presenting your refuse/recycling for collection
3. Excess/Side Waste – General Refuse and Recycling
4. Contamination
5. Animal Waste in Household Bins
6. Missed Bins
7. Applying for additional capacity
8. Applying for assisted waste collections
9. Alternate Collection Service
10. Private Rented Properties - Non-Domestic Waste arising from tenanted properties
11. Household Bulky Waste Collection Service

This is the first revision to the Household Refuse and Recycling Service Policies, but they still represent largely what has been in place since 2012. The challenge is to consider how to implement changes to achieve these ambitions within the facilities we have or might seek to create but within the overall financial constraints of a service under severe pressure to meet rising demand.



## Waste Management Drivers

### Financial Context

The most significant cost factors involved in waste management are the collection and processing costs. The cost of processing Orkney's waste continues to rise year on year. Orkney's unique geography means the cost of transporting waste outweighs the costs experienced in other local authority areas. The financial challenges of managing Orkney's waste must also be set against the backdrop of unprecedented cuts in public sector funding and the requirement for local authorities to make significant savings over the coming years.

In the 2018/2019 financial year, collection services including recycling centres and waste disposal costs for Orkney Island Council were £2.1M. Each year there are additional unfunded pressures that drive the need for "efficiency" savings. Up to 2018/2019 circa £300,000 has been found in the face of housing and population growth (new bin demands) and potentially similar service efficiency pressures will be anticipated in future years.

To achieve a balance between targets for waste and recycling and financial savings, the Council needs to seek solutions that offer value for money, that can be future proofed, adapting to changing circumstances and that can offer additional environmental benefits to the Island communities we serve.



### Scotland's Zero Waste Plan

In January 2008, the Scottish Cabinet Secretary for the Environment announced a new policy approach to Scotland's waste, based on a concept of 'zero waste'. He announced ambitious new targets for recycling and composting and set limits on the amount of waste allowed to go to landfill. This vision describes a Scotland where **all** waste is seen as a resource; waste is minimised; valuable resources are not disposed of in landfills, and most waste is sorted, leaving only limited amounts to be treated.



To achieve this vision the Plan sets out radical new measures, including:

Scottish Govt. Measures	OIC Progress	
Development of a Waste Prevention Programme for <b>all</b> wastes, ensuring the prevention and reuse of waste is central to all our actions and policies.	£64,000 was invested in 2015/2016 to support a waste prevention programme. This focuses on the recyclates, through promotion of reduce, recycle and reuse. We work with local businesses to ensure they separate their waste in accordance with the Scottish Waste Regulations 2012. This ongoing work is significantly reducing the cost of waste disposal and increasing sale of recyclates (depending on the market)	
Landfill bans for specific waste types therefore reducing our greenhouse gas emissions and capturing the value from these resources.	£64,000 was invested by the council commencing a programme in 2016 to work on a waste prevention programme to increase the amount of recycling separated and collected and mitigate the increasing costs of waste disposal. 26% of Orkney's bio municipal waste was landfilled in 2018. This includes bottom ash from waste to energy. This is a fall of 4% from the previous year.	
Separate collections of specific waste types, including food, to avoid contaminating other materials, increasing reuse and recycling opportunities and contributing to our renewable energy targets.	Recyclates are collected separately to avoid contamination, thus producing a higher quality product. We continue to increase the scope of services offered, resources permitting. The Council continues to adapt its service on a "cost-neutral" basis, such as working with Alupro at the end of 2017 which saw the Council introducing tin foil products and aerosols in with metal recycling, this alone has seen an increase in Orkney's metal capture rate of over 10% in the last year. Orkney does not have a separate food waste collection, it has a Government "derogation" owing to it's rural, remote status.	
Two targets that apply to all waste: 70 per cent target recycled, and maximum 5 per cent sent to landfill, both by 2025.	Orkney's recycling rate (2018) was 21.1% and represents the best we've ever been over the last five years. Orkney is some way off these national targets. Two key aspects that would drive significant improvement are the introduction of a food waste collection and the processing of collected green waste to a PAS 100 national standard.	
Restrictions on the input to all energy from waste facilities, in the past only applicable to municipal waste, therefore encouraging greater waste prevention, reuse and recycling;	10,221 tonnes of household waste was collected in 2018, a fall of 500 tonnes from 2017. This against a backdrop of increasing and continued projected increases in Orkney's population. Over 2,000 tonnes was sent for recycling.	
Encouraging local authorities and the resource management sector to establish good practice commitments and work together to create consistent waste management services, benefitting businesses and the public;	This is challenging in Orkney given very few businesses in this industry sector and geographic distances from similar businesses on the Scottish Mainland creates a barrier. Orkney Islands Council has signed up to the Household Recycling Charter which calls for greater consistency with respect to household collection services and with the support of Zero Waste Scotland is working towards aspects of the Charter where possible.	
Improved information on different waste sources, types and management highlighting further economic and environmental opportunities;	Some work was conducted on behalf of the Council in 2016 and 2017 to identify the different waste sources, types and management, highlighting further economic and environmental opportunities. This information is being utilised as part of the development of a new integrated waste facility for Orkney by 2022.	
Measure the carbon impacts of waste to prioritise the recycling of resources which offer the greatest environmental and climate change outcomes.	This action will be considered as part of the integrated waste facility replacement project.	
<p style="text-align: center;"> <span style="margin-right: 100px;">To Develop </span> <span style="margin-right: 100px;">Work in Progress </span> <span>Completed or Going Well </span> </p>		

## Scotland’s First Circular Economy Strategy ‘Making Things Last’

“Making Things Last”: Scotland’s first circular economy strategy was introduced by the Scottish Government through Natural Scotland in 2016 and essentially focuses on waste prevention and “making things last”.



From an environmental perspective, the opportunities of a more circular economy are fundamental to the Scottish Government’s approach to tackling emissions arising from the consumption of goods, to help tackle climate change. Zero Waste Scotland estimate that, by 2050, a more circular economy could reduce carbon emissions by 11 million tonnes per year.


Within the “Making Things Last” Strategy, the Scottish Government sets out its ambitions for recycling to become routine in every business and household; with more consistent local services; more packaging designed for recyclability, and every household having access to a food waste service. The Scottish Government is working to improve recycling rates, collaborating with the waste and packaging industries; reviewing the exemption from the requirement for food waste collections in rural areas; and learning from experiences abroad, including deposit return schemes. Scotland was the first part of the UK to announce that it is bringing in a deposit return scheme for drinks packaging. Deposit-return systems (DRS) are a proven tool to collect high quantities of empty beverage containers for reuse and high-quality recycling, and are vital to achieving a circular economy. Zero Waste Scotland are currently working with local authorities, including Orkney Island Council, to assess the impact of the chosen Deposit Return Scheme on their recycling collections.

## Charter for Household Recycling in Scotland

The COSLA-Scottish Government Zero Waste Taskforce recommended the preparation of a Household Recycling Charter to support a more circular economy in Scotland through the development of more consistent and coherent waste collection services, leading to both more efficient services and increased quality and quantity of recycling collected. The Household Recycling Charter was approved by COSLA in August 2015. The charter sets out 21 commitments from Councils that will achieve the following three outcomes.

The Charter is a voluntary agreement and in 2016/2017, Orkney Islands Council signed up to the Charter and the Code of Practice.

<p><b>Outcome 1</b></p>	<p>To improve our household waste and recycling services to maximise the capture of, and improve the quality of, resources from the waste stream, recognising the variations in household types and geography to endeavour that our services meet the needs of all our citizens.</p>	<p>Introduced AWC in 2012/2013 and to businesses in 2014. A review of Isles services was undertaken in 2016, and recycling capacity increased on all Isles, with recycling introduced on the 3 remaining Outer Isles that had no prior capacity to recycle. A cardboard recycling skip was introduced at Cursiter Quarry Household Waste Recycling Centre in 2018 to capture further cardboard, and the Council joined Metal Matters in 2017 to increase the breadth of metal items captured at the kerbside and through its HWRC network. A trial to assess the feasibility of bringing a household plastic bottle recycling scheme to Orkney’s Outer Isles began in 2019. The results of which will be reported in 2020. Orkney Island Council were also a finalist in the MRW National Recycling Awards in 2019 for our work on the Metal Matters campaign which helped to boost metal capture rates substantially.</p>	
<p><b>Outcome 2</b></p>	<p>To encourage our citizens to participate in our recycling and reuse services to ensure that they are fully utilised.</p>	<p>Investment of £64,000 in 2016 – 2018 to encourage households and businesses to recycle more. Recycling amongst businesses has increased over this period by 6.5%, but household recycling reduced slightly in 2017 by just over 1%.</p>	

<b>Outcome 3</b>	To operate our services so that our staff are safe, competent and treated fairly with the skills required to deliver effective and efficient resource management on behalf of our communities.	Orkney Islands Council has reviewed all its safe systems of work and risk assessments during 2017/2018 to ensure that our staff are safe. We are committed to ensuring our staff have received the appropriate training to be able to carry out their roles competently.	
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## Westminster’s 25 Year Environment Plan

In 2018, Westminster announced a new 25-year Environment Plan stating, “our environment is our most precious inheritance”. In summary sets out the following ambitions in which we all have a role to play: -

- Working towards our ambition of zero avoidable waste by 2050.
- Working to a target of eliminating avoidable plastic waste by end of 2042.
- Meeting all existing waste targets – including those on landfill, reuse and recycling – and developing ambitious new future targets and milestones.
- Seeking to eliminate waste crime and illegal waste sites over the lifetime of this Plan, prioritising those of highest risk. Delivering a substantial reduction in litter and littering behaviour.
- Significantly reducing and where possible preventing all kinds of marine plastic pollution – material that came originally from land.

## The Challenge

It is clear, that although Governments have progressively set targets and ambitions to deliver a more sustainable, environmentally sensitive and economically more advantageous approach to waste management, they have not funded the costs required to implement change, nor recognised the additional constraints faced by remote, rural Islands Communities to deliver solutions that are simpler on the Mainland to achieve.

It is therefore, a “political” as much as an “operational” challenge to secure support in terms of “Island derogations” or relaxation in national policy timescales for implementation until facilities are in place to permit some of the more financially challenging changes, such as food waste collection and processing or other separate waste collections and the facilities to process economically, on Orkney Mainland and on its Outer Isles.

This is part of the overall development of a new Strategic Waste Management strategy that will be considered by the Council as a new Waste Strategy to replace the Orkney and Shetland Area Waste Management Plan.





## Operational Policies

Set out below are the operational policies that in turn become the context and instructions for our operational teams. Each section sets out the parameters we work within and why, leading to the service level offered to our customers.

### Policy 1 - **Waste and recycling containers**

Each household on the Orkney Mainland in receipt of an Alternate Weekly Collection Service will be eligible for the following containers to present their waste and recycling for collection. The containers remain the property of the Council and if damaged, lost or stolen, households can request a replacement.

All residents eligible for AWC services will be issued with a standard number and type of containers as set out below: -

For general household waste that cannot be recycled, each household will be issued with one 240 Litre grey wheeled bin. Only waste that is produced by the householder on a day to day basis should be placed in this bin. A description of suitable types of materials acceptable in these containers is outlined below in Table 1 on Pages 16/17 along with a list of prohibited items. If a bin becomes damaged through misuse, the Council reserves the right to charge for a replacement.

Orkney Islands Council makes a firm commitment to achieving improved recycling performance, and therefore where households only have 1 or 2 persons in residence, or should the resident be elderly i.e., reduced amounts of waste are produced and the handling of a 240L bin may cause concern, the Council may advise the use of a 140 Litre wheeled bin.

For recycling, each household will be issued with two 140 Litre green wheeled bins with blue lids. Each of these contains a 19-litre inner black caddy. Alternatively, larger 240 litre bins with 40 litre caddies can be supplied on request, with the option to be provided with up to four bins with caddies.

Households can request green boxes and canvas bags instead of wheeled bins, if the bins are too difficult to manage or where storage is an issue.

Recyclates from the list in Table 1 on Pages 16/17, must be separated according to their type and placed in one of the four available compartments across the two bins/caddies, boxes and bags.

The four types of dry recyclates are:

- Glass (jars and bottles)
- Metals (including stainless steel food tins and aluminium drinks cans, empty aerosols and clean tin foil and tin foil products, such as trays)
- Paper and Thin Card (you can include window envelopes)
- Household Plastic Bottles (It must be a bottle and be types 1 (PET) and 2 (HDPE) only).

Households should place all types of these materials into specific compartments of their choice.



## Some Do's and Don'ts to Recycling

There is a lot of confusion regarding plastic as there are so many different types. For more information on the types of plastic there are, and whether these are accepted in the Council's recycling scheme, then please visit the Council's website to find out more: <https://www.orkney.gov.uk/Service-Directory/R/plastics-recycling-in-orkney.htm>

Recyclates must be empty, rinsed and dry to avoid contamination as recycling is more valuable when it is clean. It is also helpful if residents place the lids of their metal cans inside and squash the top slightly. This can prevent the thin lids escaping into parts of the machinery that can lead to damage. Cans generally though shouldn't be crushed entirely as this can affect the baling process.

Empty aerosols can be included along with foil trays and clean tin foil in with cans. Do make sure aerosols are empty. Do not pierce, crush or flatten aerosols before recycling. Remember, not all products that appear to be aluminium foil are recyclable. For example, some crisp packets or pet food pouches can look like aluminium foil, but they are made from metallised plastic and cannot be recycled.

For a quick guide as to how to recycle household aerosols, please visit the Council's website where a short video can be found: <https://www.orkney.gov.uk/Service-Directory/R/your-metals-matter.htm>

For more information about what you can recycle in Orkney and where, please visit the Council's website, review the links provided in this document or contact customer services. You can also send an email to [recycling@orkney.gov.uk](mailto:recycling@orkney.gov.uk).

## Looking after your containers

The containers issued to households remain the property of Orkney Islands Council, but households are responsible for their safe storage, cleanliness and safekeeping.

Requests to provide new waste and/or recycling containers if damaged, lost or stolen should be made to the Council's Customer Services Team. Please ring 01856 873535 or alternatively you can email [developmentandinfrastructure@orkney.gov.uk](mailto:developmentandinfrastructure@orkney.gov.uk). Please state clearly name, address, the type and number of containers you require and reasons for your request. A charge for grey bins was introduced in 2019 to recoup the cost to the council of the bin. Delivery of the bins is free of charge.

When someone moves to a new house, they must leave **all** containers at the property in good, clean condition ready for the next occupants to use.

We encourage households to neatly label their containers, so they can be assigned correctly to their address and to help prevent loss.

Where container(s) have been damaged by our crews in the process of collection, a tag will be placed on the bin to call customer services to request a replacement. Residents have the option to collect their own container(s) or where this is not possible, the Council will undertake to deliver to the property. Where a container has been damaged by our collection crews, there will be no charge for a replacement.

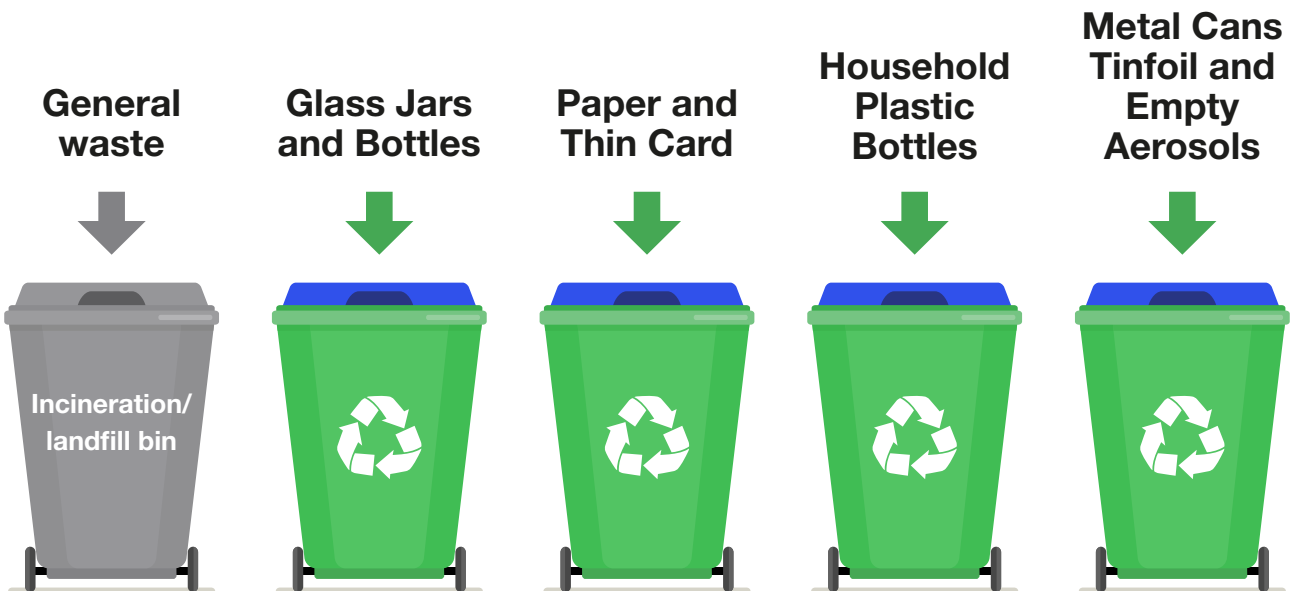
Where a replacement bin is provided (unless a new one has been paid for), households may not necessarily receive an entirely new container(s), as the Council aims to re-use or re-furbish stock wherever possible to minimise waste. See Table 2 for a list of prohibited items to prolong the life of your bin.

Where a resident would like to 'down-size' – i.e., from a 240 Litre to a 140 Litre grey refuse bin, the Council will exchange the bin, recognising the commitment by the resident to minimise waste and increase recycling. This service is carried out free of charge.

Residents are not permitted to put their rubbish/recycling out in containers purchased by themselves as these will not be uplifted. The containers/receptacles used must be those issued by the Council.

**Table. 1. Permitted materials for each of the Council's Bins.**

Grey Household General Refuse Bin	Recycling Bin with/without black insert (caddies) – separated into 4 compartments
<ul style="list-style-type: none"> <li>• Plastic tubs, pots and trays</li> <li>• Food waste</li> <li>• Dog faeces and cat litter</li> <li>• Nappies and sanitary products</li> <li>• Polystyrene</li> <li>• Small Broken toys</li> <li>• Plastic bags and wrapping/Film</li> <li>• Juice cartons (Tetra Packs) (if you can't take these to your local recycling centre).</li> <li>• Cardboard (if you can't take these to your local recycling centre).</li> <li>• Grass Cuttings (if you can't take these to your local recycling centre).</li> <li>• Flowers and weeds, plants, hedge and tree clippings (if you can't take these to your local recycling centre).</li> <li>• Pet bedding – wood shavings/shredded paper, straw etc.</li> </ul>	<p><b>Category 1</b></p> <ul style="list-style-type: none"> <li>• Newspapers and magazines</li> <li>• Junk mail, flyers</li> <li>• Envelopes including window envelopes</li> <li>• Holiday brochures and thin catalogues directories, thin phone books, yellow pages</li> <li>• Thin Card - food packaging such as cereal boxes, toilet roll tubes</li> </ul> <p><b>Category 2</b></p> <ul style="list-style-type: none"> <li>• Household Plastic bottles from the kitchen, bathroom etc. (Types 1 and 2 - PET and HDPE)</li> </ul> <p><b>Category 3</b></p> <ul style="list-style-type: none"> <li>• Drinks cans (e.g. coke cans, beer cans)</li> <li>• Food tins (e.g. baked beans, soup, fish)</li> <li>• Pet food tins</li> <li>• Foil and foil trays (clean)</li> <li>• Empty aerosols (e.g. deodorant, hairspray, polish)</li> <li>• Metal lids from jars and bottles</li> <li>• Sweet and biscuit tins</li> </ul> <p><b>Category 4</b></p> <ul style="list-style-type: none"> <li>• Glass bottles and jars – any colour</li> </ul>



**Table 2. Prohibited Material for each of the Council's Bins.**

Grey Household General Waste Bin	Recycling Bin with/without black insert (caddies)
<ul style="list-style-type: none"> <li>• Dry recyclables (that can be accepted in the recycling bins at the kerbside)</li> <li>• Hot ashes (always allow to cool before disposal)</li> <li>• Broken window, large pieces of glass</li> <li>• Car parts</li> <li>• Builders rubble/soil/demolition waste</li> <li>• Corrosive materials and liquids such as oil and paint</li> <li>• Fluorescent tubes/low energy light bulbs (take these to the local recycling centre)</li> <li>• Electrical and electronic equipment (take this to the local recycling centre)</li> <li>• Pesticides (take to Bossack)</li> <li>• Large amounts of cooking oil (cooking oil can be taken to the local recycling centre)</li> <li>• Live ammunition</li> <li>• Marine Flares</li> <li>• Gas Cannisters or other explosives</li> </ul>	<ul style="list-style-type: none"> <li>• Black sacks (with or without recyclable waste in them)</li> <li>• Carrier bags</li> <li>• Textiles (clothes, bedding, duvets etc.)</li> <li>• Egg boxes</li> <li>• Pots, tubs and trays (fruit punnets, meat trays)</li> <li>• Plastic Film from packaging or cling film</li> <li>• Food waste</li> <li>• Polystyrene</li> <li>• Broken toys</li> <li>• Any other plastics except plastic bottles (types 1 PET and 2 HDPE)</li> <li>• Dog faeces and cat litter</li> <li>• Nappies and sanitary products</li> <li>• Used Hand Towels</li> <li>• Garden items such as plastic flower pots / trays</li> <li>• Soil, stones, hardcore, rubble</li> <li>• Sheet glass</li> <li>• Light bulbs</li> <li>• Cardboard</li> <li>• Cartons – Tetrapaks/Juice etc.</li> </ul>

## Food Waste and Green Garden Waste

Orkney Islands Council is currently exempt from the legislative requirements to separate food waste for treatment. However, we know this is currently under review by Scottish Government. Orkney doesn't currently have the necessary infrastructure in place to provide a food waste collection service or somewhere to send it for re-processing that is economically and environmentally advantageous.

Therefore, and as per the Council's commitment to the Household Recycling Charter outcomes, we encourage Orkney residents to think about composting in the absence of a food waste collection service. This will further minimise the residual waste left to throw away into the grey refuse bin. Research shows that approximately 60% of the average household refuse bin can be taken out and treated other ways such as recycling and composting, leaving just 40% on average that requires a different sort of treatment.



Residents can purchase a hot bin composter (Green Johanna) at a reduced price through Great Green Systems UK via the Council's Website. <https://www.orkney.gov.uk/Service-Directory/G/Organics-Recycling-Composting.htm>

This bin requires both food waste and green garden waste to work effectively and does not attract vermin. The result if used correctly is a nutrient rich compost for the garden. It has been shown to work well in Orkney's climate.

Alternatively, the Council has Green Cones available free of charge to residents. Green Cones are only a food waste digester, you cannot put green garden waste in them. The Green Cone does work in Orkney, but it may take longer than advertised owing to the climate.

Households can also take their green garden waste to any of our main five Household Waste Recycling Centres for disposal. (Hatston, Garson, Cursiter, Bossack or St Margarets Hope). In addition, some of our mini recycling points also have a green waste skip such as Dounby in the West Mainland.

All green garden waste is taken to Bossack and is processed into soil conditioner/compost. The soil conditioner is provided free of charge at some of our main Household Waste Recycling Centre's such as Hatston in Kirkwall and Garson in Stromness.

For any enquiries about either of the products listed above, please email:

[developmentandinfrastructure@orkney.gov.uk](mailto:developmentandinfrastructure@orkney.gov.uk) or telephone 01856 873535.

## Policy 2 - Presenting your refuse/recycling for Collection

Putting the right things in your bin and correct presentation for emptying is really important.

Here's some of the reasons why:

- It helps our crews empty them quickly – ensuring routes are completed at the end of each day.
- If you put the wrong things into your bin and it is too heavy it may impact on the refuse collection vehicles machinery causing breakdowns – breakdowns mean routes don't get completed.
- If your bin is not out by 8am on your designated collection day it won't be collected.

The Council has a bin collection guide available on our website. You can access this here:

[https://www.orkney.gov.uk/Files/Rubbish-and-Recycling/Bin\\_Collection\\_Guide\\_Mainland.pdf](https://www.orkney.gov.uk/Files/Rubbish-and-Recycling/Bin_Collection_Guide_Mainland.pdf)

Households must ensure their containers are presented for emptying at the designated collection point, **not more than 2 metres** from the roadside on an adopted road near your property and no later than 8am.

Where a new housing development is beginning to be occupied without completion or adoption by the Council of access roads, a designated officer will determine if permitted or safe access can be made by any of the collection vehicles. Where this is not the case, an alternative means of presenting your waste and recycling will be offered such as red bags and an agreed point adjacent to the nearest adopted road will be agreed with you. For health and safety reasons and additional wear and tear on Council vehicles, refuse collection vehicles will not travel on unadopted roads.

Sometimes decisions to change collection points are made, and these are usually when there are health and safety implications that have come to light such as dangerous road surfaces, safe vehicular access and exit or a danger to you is considered in the presentation of your bins. Sometimes route changes are made to ensure services continue to operate as efficiently as possible. Where this is the case, the Council will always notify residents of any changes in advance.

Households must ensure they present the right bins on the right week. Orkney operates an Alternate Weekly Collection Service, meaning refuse is emptied one week, and recycling the next. Households can view their collection calendar and road/route lists on the Council's website at <https://www.orkney.gov.uk/Service-Directory/R/alternate-weekly-collections---mainland.htm>. Or ask for one to be sent to you by emailing [developmentandinfrastructure@orkney.gov.uk](mailto:developmentandinfrastructure@orkney.gov.uk).

Households must ensure that during public and bank holiday weeks, they are aware of potential changes to collection days and times. This is particularly an issue over the Christmas and New Year Period. Changes to collection days and times over Christmas are well publicised in the Orcadian, on the Council's Website and on OIC Updates Facebook Page as well as the Council's waste and recycling Facebook page – Eco Active Orkney.

Households must ensure once bins have been emptied, that they are taken in as soon as practicably possible, and at least by midnight on the same day of collection to avoid damage, loss or obstruction on footways etc. causing potential hazards. This is particularly poignant for residents with a disability, mums with small children or pushchairs and the elderly.

Those households on the Assisted Waste Collection Service list don't have to present containers to the kerbside and these will be returned by the crews to an agreed point.

Households who have requested an Alternate Collection Method (Red Bags), no more than three bags at any one time should be presented for collection. The red bags should be presented at the same collection point as bins in a tidy manner with bags securely tied and only containing normal household waste that could not have been recycled. Properties that have been allocated red bags, will also be offered green boxes and canvas bags to facilitate recycling.

The red bags are not for house clearance purposes. If residents are moving on and are clearing out, they should either take the waste themselves to their nearest Household Waste Recycling Centre, commission a special household waste collection from the Council (See bulky waste collection service) or order a skip from an external supplier such as Orkney Aggregates. The same applies to landlords where tenants have moved out and may have left items in the house.

## When the Council won't empty household bins

You may find that your bins have not been emptied. The reasons for this will include one or more of the following: -

- Your bin is overfilled with refuse or recyclates preventing proper closure of the lid – the Council operates a **closed lid policy**. Please work to reduce your waste and make sure all waste is contained within the bin.
- Your bin has been presented with a quantity of side waste that prevents safe access by crews to collect the bin for emptying.
- Your bin has been presented that contains unsuitable materials (see Tables 1 and 2 on page 16 and 17). – Your bin may be tagged in this instance – see the Council's Contamination Policy.

Examples of inappropriately presented household bins with excess 'side waste' are shown below.



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## Policy 3 - Excess/Side Waste – General Refuse

Collecting additional material presented provides no incentive to residents to recycle and therefore the Council will only collect rubbish that is safely contained within a bin or container. Waste that is left by the side of the bin will be left in place.

Not collecting side waste ensures collection vehicles have sufficient capacity and are able to provide a waste collection to all households on the collection route.

Bin lids should be closed to prevent access to the waste by vermin or birds for example and to ensure environmentally, neighbourhoods appear clean and tidy. If a bin lid isn't closed, the crews may leave the additional waste in the bottom of your bin once it has been emptied.

If households have excess waste, due to Christmas, additional visitors or moving to a new house for instance, you should plan to take the excess waste to one of the Council's licensed facilities or arrange for a special household collection available at a cost through the Council's Customer Service Team.

Households should not report a missed bin, if, when taking in a bin, waste is found in the bottom of the bin that was originally put out as additional side waste.

Furthermore, excessively heavy bins and/or bins that are felt to contain commercially generated waste containing materials illustrated in the Tables on pages 16/17 run the risk of not being emptied.

Residents are kindly asked not to over compact their bin as waste can and does get stuck when being tipped which can cause excess wear and tear on vehicle machinery.

## Excess/Side Waste – Recycling

The Council can issue up to 4 recycling wheeled bins per household in recognition of a commitment to recycle more materials. Alternatively, households allocated two 140 Litre wheeled bins for recycling can be 'switched' for two 240 Litre wheeled bins on request through the council's customer services team.

Unlike general refuse, the Council will accept additional recycling presented at the kerbside so long as it is presented in a council recognised container or in a container whereby it is easily visible as separated, clean recycling by the Council's crews.

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## Policy 4 - Contamination

Why has my bin been tagged?

This Policy makes a firm commitment to waste minimisation and maximising recycling at every opportunity. Recycling containers will be 'tagged' if the materials contained within them are deemed by the crews as unacceptable or 'contaminated'. Residents should refer to Table 1 and 2 in this Policy or visit the Council's website for an online recycling guide.

[https://www.orkney.gov.uk/Files/Rubbish-and-Recycling/April\\_2016\\_Onwards/What\\_to\\_Recycle.pdf](https://www.orkney.gov.uk/Files/Rubbish-and-Recycling/April_2016_Onwards/What_to_Recycle.pdf)

Residents can also request a bin sticker which clearly sets out items that can be presented for recycling at the kerbside. Households should contact customer services to request a bin sticker.

Recyclates are more valuable when they are clean and free of contamination. A recycling container won't be emptied if contamination is severe as the refuse collection vehicles for recycling are designed with separate compartments and by emptying a contaminated bin, the existing loads in the vehicle would be contaminated as well, potentially rendering a whole route's recycling unfit when deposited at Chinglebraes (The Council's Waste Transfer/Sorting Station). This can mean significant additional cost to the Council and can affect the Council's recycling performance.

When a container is tagged, households should remove these item(s) and re-present recycling bin(s) for collection on the next available collection date or take the material to the nearest household waste recycling centre. Examples of contaminants in Orkney include cardboard, punnets, tubs, trays, food waste or the materials could be correct but mixed, for example, plastics and cans are together in one compartment. Alternatively, if households are unsure as to why their bin has been tagged and require assistance with what to recycle, they should contact the Council's Customer Services or download a what to recycle guide from the Council's website.

If it is found that recycling bins continue to be contaminated for a second time and the Council has made every effort to educate and assist residents at the property, the Council reserves the right to remove recycling containers without notice. An officer from the Council's waste team will arrange to meet with the household to discuss the options for re-introducing the recycling collection.

Zero Waste Scotland has shown that contamination occurs either more frequently or to a more severe level in communal recycling bins.

The Household Recycling Charter code of practice states that recycling bins should not be collected if contamination is clear and cannot be safely removed by crews – as it has a detrimental impact on the quality of the entire load collected.

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 that service. Although here in Orkney we don't have access to a sorting facility and therefore contaminated recycling will be placed in the general refuse.



The Council could suffer a reduction in income if the quality of its recycling is found to be low. Severe contamination of a load sent to a re-processor on the Scottish Mainland or England can result in the load being rejected and treated as residual waste at a much greater expense to the Council.

Crews will conduct a brief visual inspection of the contents of each bin presented. If there is no evidence of contamination it will be emptied and returned to the collection point.

If a household has had recycling bins removed owing to ongoing contamination issues, that household cannot apply for additional capacity – e.g., additional grey refuse bins.

## **Communal Recycling Bin Contamination**

Communal recycling bins have proven more susceptible to contamination elsewhere in Scotland. It is also more difficult to identify the source of any contamination to take the appropriate action. As a result, the Council aims to limit the number of communal bins used, ensuring they are only utilised where there are no alternative arrangements for individual bins.

On collection day, the collection crews will conduct a brief visual inspection of the contents of communal recycling bins. If there is no evidence of contamination, it will be emptied and returned to the collection point.

If there is evidence of contamination, the crews will determine the level of contamination and take the appropriate action. Communal bins will only be emptied where contamination levels are low. If contamination is moderate to severe, bins will be tagged to help inform the community of contamination but will continue to be emptied owing to these serving a larger number of households.

Given in Orkney, there are a limited number of communal recycling bins and the majority of these are in council rented property areas – council officers will work with the relevant housing officer to liaise with residents to work to reduce the likelihood of contamination.

Crews will monitor contamination levels and where households are presenting contaminated recycling containers repeatedly, written communication from the waste team will be issued to inform the households of the problem, offering further advice and information on the appropriate separation of recyclable materials.

There are many ways the local community can find out about what can be recycled here in Orkney. Residents can review the tables in this document on page 16/17, consult the Council's recycle guide available on the website or contact customer services.

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## **Policy 5 - Animal Waste in Household Bins**

Pet bedding such as wood chippings, sawdust and straw / hay from rabbits and guinea pigs (which can be soiled) can be placed into a composter such as a Green Johanna alongside garden waste and food waste. However, if composting isn't something a resident can facilitate, then this should be placed in the general refuse bin.

All types of soiled animal bedding, cat litter or dog faeces must be securely contained in a bin bag, black sack or pet faeces bag before being placed in the general refuse bin. The Council does not expect residents to place these types of materials loosely in their bin. They pose a bio threat to human health at the Council's waste transfer station and we are required to protect our employees from exposure to these types of risks.

No additional capacity will be provided for waste from domestic pets; and the quantity of waste will be limited by the weight of the bin, i.e. if it is overfilled with heavy waste (cat litter especially),

then no collection will be made, or some waste may be removed and placed back inside the bin for collection next time. This is to protect the operating equipment on the vehicles from excessive wear and tear.

If residents have additional material owing to domestic pets that cannot be contained in their normal household refuse bin they should dispose of their excess waste at one of the Council's Household Waste Recycling Centre's.

Waste from businesses e.g. catteries and kennels is defined as commercial / industrial waste as such this should not be disposed of via the Council's household waste and recycling collection services.

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## Policy 6 - Missed Bins

The Council is committed to delivering a good service, ensuring residents bins are emptied on the designated day of collection. However, there are times when bins do get missed and some examples are provided below: -

- When adverse weather prevents collection
- When a resident does not place their bin out on time
- When a vehicle breaks down
- Driver error
- The bin is severely contaminated and/or overweight
- When the bin is not presented adjacent to the kerbside, as a guide, within 2m of the public road/adopted carriageway.

Sometimes adverse weather prevents drivers from completing their routes. This may be because side roads are deemed unsafe owing to icy conditions, or that windy conditions mean uplifting certain recyclates (paper/card/plastics) cause issues with items being blown around out of bins while lifting. It may also be due to resource constraints where crew members have been re-allocated to undertake weather related duties such as winter maintenance.

In such circumstances, a decision may have to be taken to cancel a route or part of a route. The Council may make efforts to re-visit these routes the following day or days subject to conditions improving and where teams are available as each day's cancellation affects the following days collection somewhere else. However, where this isn't possible, residents should take their bins in and re-present them on the next available scheduled date. Where a route has been cancelled due to adverse weather, the council will accommodate the collection of side waste during the next scheduled collection for the route in question. Alternatively, residents may choose to take their waste and/or recycling to the Household Waste Recycling Centre sites as an alternative, the hours of opening are noted on the Council's website.

The Council will endeavor to communicate with residents through OIC Updates (Facebook) and via customer services when residents call, to appraise them of the situation and whether to leave bins out or take them in.

The Council's bin collection guide states residents place their bin(s) out at the kerbside by 8am, even if it is felt the refuse collection vehicle doesn't typically collect until after lunch as routes and drivers can and do change for a variety of operational issues. However, the guide is also mindful of inclement weather and residents should judge whether it is safe to present their containers for collection.

If a bin is not out for collection when the refuse collection vehicle visits the area and a resident

reports a missed bin later in the day, **the refuse collection vehicle cannot be sent out to attempt to re-collect.**

Residents can take their refuse or recyclates to their nearest Household Waste Recycling Centre or present the containers on the next scheduled collection date.

When a vehicle break down occurs and a route isn't completed, the Council will endeavor to alert residents through OIC Updates (Facebook) and via customer services and administrative staff when residents call to appraise them of the situation.

There are occasions when a driver or a driver's route changes, and a bin is missed, these are recorded and reviewed regularly to ensure this does not occur in the future.

If a bin has been missed owing to severe contamination, the bin should have a tag attached to it, to inform the household as to the reason why the bin was missed. The household should remove the contaminated materials and re-present their bin on the next collection date.

## **Bin Stores and Access to containers**

A growing number of households in Orkney are erecting bin stores within the curtilage of their property or on verges at the end of roads in rural areas for example.

It is the responsibility of the householder to allow the collection crews easy access to containers, stores and collection points/areas on collection day and to ensure that access is not restricted, for example by parked cars, locked bin stores or containers not presented in the right area/point.

Collection crews will collect and empty containers that are presented no more than 2m from the roadside or designated collection point. If containers are 'housed' in a bin store for instance, the crews will take out and return bins to these so long as the store is sited no more than 2m from the roadside where the collection vehicle stops. Access to containers should not be restricted by padlocks, chains or bungee cords. If these are present, then it is the responsibility of the householder to ensure that these are removed, unlocked or other on collection day for ease of access.

Surfaces that containers need to be moved over for collection need to be of a smooth continuous finish and free from steps or other obstacles. Any steps must incorporate a drop-kerb.

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## **Policy 7 - Additional Capacity**

The waste collection services the Council provides to residents gives the necessary capacity to manage most households' general refuse needs. However, where residents feel they do not have sufficient capacity, and qualifying criteria are met, a request to the Council for additional container(s) can be made. The Council will also consider all households that request additional capacity for their recyclable waste.

The Additional Capacity Policy applies to households who are in receipt of wheeled bins and those who qualify for the Alternate Collection Method Policy (red bags), set out at Policy 9.

The Council needs to encourage residents to fully utilise their recycling services and so reduce the amount of waste being sent for incineration or landfill and increase the amount of waste that can be recycled, thereby reducing costs and improving recycling performance. Allowing residents to have unchecked access to additional grey bin capacity does not provide the necessary incentive to recycle.

Residents can request additional recycling or general grey waste bins or red bags (if on the alternate collection service) by contacting the Council on 01856 873535 or by email to [developmentandinfrastructure@orkney.gov.uk](mailto:developmentandinfrastructure@orkney.gov.uk). An application form will be sent out to residents or

can be collected from the Council's Customer Reception Service points at School Place, Kirkwall or Warehouse Buildings, Stromness.

Requests for additional residual waste (grey) bins or red bags will usually be accepted from households with five or more **permanent** residents or where there may be extenuating circumstances such as medical issues or infants in nappies.

Applications will be assessed by the Council and may require the household to undergo a household waste and recycling bin audit with a Council officer. The following conditions will apply to such an application:

- Residents will be encouraged in the first instance to recycle additional materials that they may not have considered recyclable.
- If this is not suitable, a 140 litre additional grey bin will be provided to households with five or more residents upon successful application or a 240 litre additional grey bin where there are more than 7 permanently residing at the property;
- If red bags are in place at the property, an additional 50 red bags over and above the annual allocation of 75, as an equivalent to 140 litre grey refuse bin or an additional 75 red bags as an equivalent to a 240 litre grey bin (Maximum allowance currently is 150 red bags per year);
- All such approvals will be reviewed after two years of commencement;
- Residents will be required to notify the Council of any changes in their circumstances; and;
- If a resident moves to a new house, they will have to inform the Council so collection crews can retrieve the additional containers and where appropriate remove the property from the relevant records.

If additional containers are provided to a household, this will be for a period of two years after which the Council will review the allocation to see if it is still required. The additional container(s) provided may be removed by the Council should residents:

- Not be recycling effectively;
- Be using the additional bin or bags provided inappropriately;
- Are found to have obtained the additional container(s) under false circumstances; or
- Have changed circumstances affecting their entitlement to additional capacity since the container(s) were issued.

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## Policy 8 - **Assisted Waste Collection Service**

The assisted collection service is provided for households where there is no one living at the property who is physically able to carry the rubbish and recycling to the boundary for collection and there are no family or friends, neighbours nearby who are willing and able to assist.

When a resident makes an enquiry or requests assistance, an application for an assisted collection should be made. Residents will receive a letter and application form which must be completed in full and returned to the Council.

As part of the application process, an assessment is carried out to make sure the collection crews and their vehicle can access roads to properties safely such as ensuring roads are maintained to a suitable standard and are not over a certain gradient. Any steps or rough surfaces will also be considered. Distance from the normal collection point is also taken into consideration, as the distance travelled by our vehicles and crews affects the collection route for that day. Council vehicles won't access a property via an unadopted road or street.

A Council officer may need to visit the property to aid the assessment process and to consider the health and safety risks that may be associated with entering the curtilage of the property and/or to assist with the completion of the necessary paperwork.

If an application is accepted, then an agreement is reached with the applicant regarding the collection point. The applicant is responsible for ensuring the collection point for the waste and/or recycling is from a safe, convenient and easily accessible location for the collection crews. Crews cannot go into people's homes or property such as outbuildings or sheds to retrieve containers.

The agreed collection point should be freely accessible without the engagement of the resident and as close to the highway as is practicably possible.

Other Council household waste collection procedures apply to assisted collections e.g. closed lid and no side waste etc.

A successful application is periodically reviewed by the Council with letters sent to all residents who have previously qualified for the service.

If a resident moves elsewhere in Orkney, they must inform the council straight away, so that the Assisted Waste Collection service can be applied at their new address and the old one removed from the list, this will help the resident receive an uninterrupted waste collection service.

## **Refusal upon application for an assisted service collection**

The Council will assess each application thoroughly and reserves the right to decline an application if:

- The application does not meet the qualification criteria;
- The offer of the assisted collection leads to significant operational difficulties or unreasonable expense for the Council to implement the collection service to the property; or
- The applicant lives with someone who is physically capable of presenting the container(s) at the kerbside (and collect) or who has family members or employees living within the property or other properties within the same grounds.

There is no appeal process for this service, but if a customer is unhappy with the decision they have received from the Council there are several ways in which they can make their concerns known:

- By visiting customer services.
- By telephoning the Council on 01856 873535.
- By writing to Complaints, Orkney Islands Council, School Place, Kirkwall, Orkney, KW15 1NY.
- By sending an email to [Complaints](#).

If at any time the Council has reason to believe that the recipient no longer meets the criteria for the assisted collection service, the applicant will be requested to re-apply and a re-assessment be undertaken.

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## Policy 9 - **Alternate Collection Service**

This policy sets out the Council's waste collection arrangements for households where the use of wheeled bin containers is not suitable i.e. terraced and rural properties over 75m from a collection point; flats (low rise/high rise and in converted properties); houses of multiple occupancy.

A household will be exempt from using wheeled bin containers for residual waste and recycling if there are no means of bringing a wheeled bin to the agreed collection point. Residents whose properties fall within this exemption can apply to the Council and alternative collection methods will be applied as follows:

The Council will provide residents with a red bag allocation. This is 75 bags per year delivered to each qualifying property annually.

The allocation is based on a fair and reasonable assessment of the quantity of waste that can be contained in a normal grey refuse bin, to ensure all properties are treated fairly whatever the method of presenting their waste for collection is.

For recycling, green boxes and green canvas bags will be provided (four) to be presented at each recycling collection. Residents will still be expected to separate materials for recycling. If a commitment is made by residents to recycle, the 75-red bag annual allocation should be sufficient. Where it is found to be insufficient, residents can apply for additional capacity as per the guidance set out under policy 7.

The collection frequency and schedule will be the same and is a part of the Alternate Weekly Collection Service (AWC) just using bags/boxes instead of wheeled bins.

Residents will be expected to observe the following guidance: -

- The total number of red bags (for residual waste) presented at each collection shall not exceed three;
- Any red bags above three will be treated as side waste and not collected;
- Any green boxes/bags (for recycling) that contain non-recyclable items will be treated as contaminated and the procedures set out for contaminated recyclates will apply;
- For properties that have five or more permanent residents, then an application for additional capacity can be made up to a maximum of 150 per year.
- For items that do not fit in the red bag, the resident will be required to use the Council's bulky waste collection service, take these items themselves to their nearest Household Waste Recycling Centre or pay for a licensed waste carrier to collect the waste and dispose of it at a licensed facility.

### **Services for terraced properties**

The Council's standard requirement is for wheeled bins to be stored within the curtilage of the resident's property. It is not appropriate for wheeled bins to be stored on the public highway (footpaths) as this is considered an obstruction and constitutes a risk for pedestrians.

However, exemptions to this requirement are considered for properties that open directly onto the highway and may not have any rear access. Where storage is an issue for residents who live in terraced houses, the Council will advise properties or groups of properties options for potential communal container storage locations. In such circumstances, residents will decide on its use/ participation, but the Council will inform in writing the storage/location and collection points.

The Council recognises that communal facilities can unintentionally create opportunities for residents to contaminate their neighbours' recycling efforts, as well as reduce the incentive for householders to recycle, due to lack of accountability. The use of a central collection point may also present a temptation to deposit excess waste at this point which would then constitute a fly tip under the Environmental Protection Act 1990. However, if contamination and fly tipping becomes a problem, it will be dealt with as an enforcement issue in the same way as any other incidents of contamination and fly tipped waste. It is clearly in all resident's interest to work together if a communal collection point is used.

Where contamination of the recycling containers becomes significant the Council reserves the right to remove this service from the properties affected. (See contamination policy).

Where terraced properties cannot safely store or present wheeled bins, then the Council's Alternate Collection Policy (red bags) can be applied for.

## **Service for rural properties or where access is difficult**

There are geographical locations within Orkney where the use of a normal refuse/recycling collection vehicle poses an increased health and safety risk for both the waste collection crews and other road users. Such areas include un-adopted roads, tracks or private drives where the condition, surface and alignment of the highway are un-suitable for the vehicle and maneuverability requirements for the collection of the waste and recycling.

To ensure that these identified properties still receive the same level of service, the Council will either recommend the Alternate Collection Method Service is taken up or seek that all containers are presented by residents at an agreed collection point which will normally be where the end of their track or property meets the public highway or an adopted road.

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## **Policy 10 - Private Rented Properties - Non-Domestic Waste arising from tenanted properties.**

Any waste arising from the maintenance of rented properties, including construction and demolition waste, garden waste where this is produced by a contractor, furniture and bulky items for disposal on change of tenancy will NOT be collected free of charge by the Council as household waste.

This waste is classed as commercial waste because it is waste generated because of a business. Therefore, a registered waste collection contractor must remove this waste and it should be disposed of at a suitably permitted facility. As a property owner or a householder, you have a legal obligation (Duty of Care) to take all reasonable measures to ensure that your waste is disposed of properly. The Environmental Protection Regulations require all householders and waste producers to make sure their waste is only removed from their premises by registered waste carriers.

Please note that commercial waste is not accepted at Household Waste Recycling Centres. Commercial Waste must be disposed of at either Chinglebraes or Bossack or a special collection arranged through the Council or private provider, ensuring these are licensed to carry waste through SEPA. Please refer to the Council's separate policies for commercial waste.

## **Information for Landlords**

Renting property has legal obligations which includes a duty of care to ensure that all waste arising from lettings is disposed of legally. Failure to comply is an offence and could lead to prosecution.

A landlord should provide waste collection facilities and ensure that a rented property is healthy and safe to live in. This includes ensuring that there are sufficient facilities to contain and dispose of waste, both inside and outside the property.

Landlords are expected to inform their tenants of the collection arrangements for waste and recycling. This can be achieved by:

- Making residents aware that it is their responsibility for storing and setting out their bins in line with Council policy, this is particularly important where communal collection and storage points are used;
- Informing the residents of their responsibility for the safe and secure storage of the wheeled bins;
- Providing the residents with Orkney's Household Waste Recycling and Waste Collection Guidance available on the Council's website; and
- Identify the day of collection and specify which week each of the bins are to be presented;
- Informing the resident where they can go for help if they have a problem with their waste and recycling; and
- Informing the resident of what they can do to dispose of bulky household waste items if they can't take it themselves to a household waste recycling centre.

The Council also expects landlords to ensure that the property has the correct containers as identified, at the commencement of each new tenancy. It is strongly advised that the bins are listed on the property's inventory.

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## Policy 11 - Household Bulky Waste Collection Service

If households have got something to dispose that is too big for one of the council's collection vehicles, households can take household items to one of the council's Household Waste Recycling Centres (Civic Amenity Sites). Details of what can be disposed of at these facilities is available on the Council's Website at: <https://www.orkney.gov.uk/Service-Directory/R/Recycling-Centres-Civic-Amenity.htm>.

Alternatively, if a household has no means by which to transport bulky household waste to these sites, then a special bulky waste collection service can be organised through the Council or any other licensed private operator.

If Households wish to have domestic bulky items uplifted through the Council, they should contact Customer Services on 01856 873535.

Charges for the special collection of bulky items are available from the Council Charges page which can be accessed from the home page of the Council's website at <https://www.orkney.gov.uk/>

Bulky items comprise items you take with you when you move to a new house, to differentiate between what may reasonably be considered trade waste rather than household waste. As such, a typical bulky waste collection will:

**Include:** Furniture, household electrical appliances such as white goods, rugs, garden furniture, bicycles and other portable household items.

**Exclude:** Carpet or underlay, kitchen or bathroom units (i.e. those that are generally fixed to the wall), doors and windows, fencing panels or gates, greenhouses or sheds, boilers or storage heaters, gas bottles, building or refurbishment waste materials.

Items must be able to be safely lifted by 2 people (or the item will not be taken).



To encourage re-use and donation, we encourage households to consider donating to charities such as Restart Orkney or maybe selling items on the Orkney Merkit Place Facebook Page. Information in relation to organisations that accept donations are available on the Council's Website.

Only items that are on the request form will be collected.

Dates for the Isles special collections are available on the Council's website.

The collection date/time is issued as a guide as the actual collection can be affected by weather or other operational issues. In the event of any delay, the applicant should seek clarification by contacting the council's customer services team on 01856 873535.

## **ADDITIONAL INFORMATION**

### **Isles Collection Services**

#### **Westray and Shapinsay**

The council endeavors to deliver an Alternate Weekly Collection service to as many properties in Orkney as possible. Approximately 90% of households currently receive this service. These Isles remain on a bagged service instead of wheeled bins. Recyclates are collected in different coloured bags.

#### **Other Isles**

Alternate Weekly Collection is not yet implemented in other Outer Isles locations. These Isles have a weekly bagged collection of waste at the present time.

To encourage participation in recycling, each of these Isles has a community-based recycling point, with skips being provided, usually at pier heads. Items accepted include: -

- Paper and thin card,
- Glass (jars and bottles)
- Metals (including stainless steel food tins, beverage cans, clean tin foil, empty aerosols and foil products such as trays).



## Use of Household Waste Recycling Centres and Recycling Points ‘bring sites’

The Council is statutorily obliged to provide one place for households to deposit waste and therefore to encourage recycling and discourage fly-tipping, the Council currently provides a significant number of bring sites where residents can dispose of domestic waste and/or recycling.

There are five main Household Waste Recycling Centres on the Orkney Mainland – Bossack in Tankerness, Cursiter Quarry in Firth, Garson Industrial Estate in Stromness, Hatston Industrial Estate, Crowness Crescent, Kirkwall and St Margaret’s Hope.

Each site is equipped with bins and skips households can use to dispose or recycle a wide range of household items – everything from domestic waste to scrap metal, furniture, carpets, cans, plastic bottles, cardboard, paper and juice cartons.

The opening hours and information about what can be disposed of at the Council’s Household Waste Recycling Centres are advertised on the Council’s website here: <https://www.orkney.gov.uk/Service-Directory/R/Recycling-Centres-Civic-Amenity.htm>

All the Council’s Household Waste Recycling Centres and local ‘bring sites’ are for use by **households only**. Commercial businesses cannot use these sites. Operatives at the five main sites are at liberty to stop businesses entering the sites and re-directing them to one of the Council’s licensed waste facilities such as Chinglebraes and Bossack. Illegal use by commercial businesses will be reported to SEPA who in turn may take enforcement action including significant fines.

### Height Restrictions

Please note that height restriction barriers of 2 metres are in place at all Recycling Centres and are permanently lowered. Any household that wishes to dispose of their own domestic waste using a large van or truck should contact Development and Infrastructure on Telephone: 01856 873535 to plan for the barrier to be raised in advance of arriving on site.

### Vans and Hire Vehicles

If a household is visiting a recycling centre with a van or larger vehicle, they may be questioned by the site operative. It is therefore advised that if you own a van or have hired a van to undertake a house clearance or are moving home for instance, we would advise you to take along your hire vehicle documentation to avoid being turned away.

### Hazardous Materials at Household Waste Recycling Centres

Households are reminded of the risks of ‘dumping’ hazardous materials such as flares, explosives or live ammunition at Household Waste Recycling Centres or in any of the skips at local bring site facilities. For the disposal of flares and other highly flammable, toxic materials please contact Development and Infrastructure on Tel. 01856 873535 for advice.

If flares, explosives or live ammunition are found by anyone at any facility and no operative is present they should first contact the Development and Infrastructure team on Tel: 01856 876338 to report the problem.

If anyone has or discovers live ammunition that requires disposal, please contact Police Scotland on their national enquiry line 101 to seek advice on the appropriate action to take.

Disposing of live ammunition or explosives within the general waste is **illegal** and represents a significant risk to members of the public and Council staff, not to mention disruption, such as potential site closure, while safe disposal is taken care of.

## Additional information about Special or ‘Hazardous’ waste materials

Examples of hazardous or termed in Scotland, ‘Special’ Waste, include:

- Asbestos
- Chemicals, e.g. brake fluid and printer toner
- Electrical equipment with potentially harmful components such as cathode ray tubes - e.g. computer monitors and televisions
- Fluorescent light tubes and energy-saving light bulbs
- Vehicle batteries and other lead-acid batteries
- Oils (except edible oils) - e.g. engine oil
- Refrigerators containing ozone-depleting substances
- Solvents - e.g. aerosols
- Pesticides

Most of these waste types can be disposed of by households through the Council’s Household Waste Recycling Centre network including, electrical equipment, fluorescent light tubes and energy saving light bulbs, vehicle batteries, oils, white goods including fridges and pesticides (Bossack only).

Special Waste Consignment Notes are required for any hazardous waste materials beyond DIY detritus which would fit in a car boot. For lead acid batteries the cost of the special waste consignment note is currently £10, but for all other hazardous waste materials, including asbestos, the cost of the consignment note is currently £15. The consignment note can be purchased by cash or cheque from SEPA’s Kirkwall office, Norlantic House, Scott’s Road, Hatston Industrial Estate, Kirkwall KW15 1GR or online by card <https://www.sepa.org.uk/regulations/waste/special-waste>.

Outlined below is some more detailed information on types of special waste the Council most frequently get asked about: -

### Asbestos Waste

Other than small quantities (bagged) as noted below, this is deemed “commercial waste” and anyone wishing to dispose of it should note the charges as set out on the Council’s website at <https://www.orkney.gov.uk/>.

Bonded Asbestos (generally corrugated roofing sheets) can only be disposed of at Bossack Recycling Centre, Tankerness. All Bonded Asbestos MUST be wrapped securely in plastic sheeting or placed in sealed bags. All packages or bags of asbestos should be to such a size and weight that they can be easily handled safely by no more than two persons.

Larger quantities (over six sheets) will only be accepted at Bossack Recycling Centre if they are pre-booked with the Council and will be classed as commercial waste and subject to charges for disposal.

Other types of asbestos which pose a greater health risk will not be accepted by Orkney Islands Council and should only be handled and disposed of via a Specialist Contractor. There are local specialist contractors who will undertake asbestos collections such as Orkney Aggregates, but a special waste consignment note from SEPA is required.

The first of the five forms contained within the consignment note should normally be submitted by the contractor to SEPA no less than three days before the materials are to be moved to alert SEPA that hazardous waste will be on the move. If a carrier is used, they will take the second form. The householder will keep the third form and Bossack (the council’s licenced waste facility) will take the final two copies before submitting one of those to SEPA. SEPA then compares the first and last forms to check the job has been completed.

The exception (as mentioned above) is that a householder can transport a small amount of hazardous waste, i.e. car boot full, emanating from DIY projects such as a couple of broken asbestos sheets (wrapped twice in plastic). This can be accepted without a consignment note.

## Waste Engine and Lubricating Oils

Receptacles for waste engine and lubricating oils, from households, are provided at the Household Recycling Centres.

## Household disposal of chemical waste

Small quantities of chemical hazardous waste (e.g. Roundup products) from households can be disposed of at Bossack Recycling Centre free of charge. Please report to the site operatives on arrival who will ensure the chemicals are stored in the appropriate chemical cabinet.

## Animal Carcasses

The Animal By-Products(Enforcement) (Scotland) Regulations apply controls to the processing and disposal, placing on the market and import from third countries of animal by-products and processed animal by-products. Controlled products include animal carcasses, parts of animal carcasses (including blood) and products of animal origin which are not intended for human consumption but exclude wild animal carcasses.

Permitted disposal routes for dead animals are:

- Rendering
- Incineration
- Burial, open burning (only allowed within areas designated as remote)
- Other Scottish Government/SEPA approved means of disposal, if appropriate

Exemption - Dead pet animals may still be buried. Pet animals are defined as “any animal belonging to species normally nourished and kept, but not consumed, by humans for purposes other than farming”.

Any burial site must be so that it is not likely to affect any watercourse, field drain or groundwater and should comply with the Code of Practice – “Prevention of Environmental Pollution from Agricultural Activity” (available from Scottish Government Rural Directorate).

If households are disposing of small domestic pets by burying them in their garden, we advise not to wrap them in plastic, or place in plastic containers, but to place them in a cardboard box or wrapped in brown paper or newspaper. Small domestic pets can also be double bagged and placed in the household refuse destined for incineration.

To prevent pollution of water any proposal to bury carcasses should first be discussed with the local [SEPA](#) office.

For further information, advice and guidance on the appropriate disposal of special waste, you can contact the local SEPA office or the Council’s customer services team who will direct your query to the most appropriate department.

## Future Improvement

The Council is looking at options to improve further access to our HWRC sites, this may include introducing a ‘permit’ system, thereby easing access issues but equally directing any vehicle without a permit to our commercial facilities, it is intended this will be in place in 2019/2020.

## Household Recycling Points/Bring Sites

The remaining sites are 'bring sites' and can be accessed at any time. Households are reminded to avoid contaminating unmanned skips and bring banks with unwanted materials or hazardous materials. The skips are unloaded at Chinglebraes, the Council's Waste Transfer Station and contaminated materials will need to be hand-picked out by Council operatives, taking up valuable time.

Please don't dispose of recycling inside carrier bags in the skips provided. Empty the materials out of the bag and dispose of the plastic bag in bin(s) provided or if no bin, please take this home with you and dispose of it at home.

If bins or skips are full at these sites, you can report this to the Council's Customer Services Team using the number printed below. Please do not leave materials in carrier bags at the side of skips or bins if they are full.

If you would like this plan in a different language or format, please contact the Council's Waste Team, Orkney Islands Council, School Place, Kirkwall KW15 1NY.

**Tel: 01856 873535 ext 2703.**

**Email: [recycling@orkney.gov.uk](mailto:recycling@orkney.gov.uk)**

# More and more Orkney residents are recycling their foil and foil trays.

Scrunch loose foil into a ball. Dunk or rinse foil trays in your washing up water.



Find out more at:  
[www.orkney.gov.uk](http://www.orkney.gov.uk)



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