

Wiltshire Council Flats Recycling Protocol

Purpose

- The purpose of the Flats Recycling Protocol is to set out the process for collecting recyclable materials from flats and multi-occupancy properties.
- The protocol is intended to ensure that the Council complies with the requirements of the Household Waste Recycling Act 2003 (HWRA 2003) that requires all Waste Collection Authorities (WCAs) to provide a collection of at least two types of recyclable household waste for each domestic property by 31 December 2010.
- The protocol will also assist officers in providing services on a site by site basis, ensuring that key principles are observed and that all appropriate operational and health and safety issues are taken into consideration before services commence.

Scope

- The protocol covers the kerbside collection of dry recyclates, including collections of plastic bottles and cardboard, when implemented in each area.
- The protocol will also consider the collection arrangements for residual waste (capacity and storage), but does not include the collection of garden waste or bulky waste.

Process

- This service requirement may be identified by a variety of sources from within the Council or by residents and housing managers. Whatever the source of the request or enquiry the steps in Appendix A should be followed.

Flats Recycling Protocol – Appendix A

1. On receipt of a service request or enquiry record the following information:

- Address and postcode of property
- Contact details of person making the request
- Contact details of any warden or management committee
- Number of flats in block
- Details of residents – requirements due to medical condition or disability
 - requirements due to age
 - private owner or tenant
 - transient or permanent population
 - languages spoken
 - number of residents
- Details of any existing refuse facilities, including numbers, sizes and types of containers.
- Details of the existing recycling facilities, including numbers, sizes and types of containers.
- Is there an existing communal bin store area? If so, what size? Is it open or covered? Is it locked between collections?
- Do any of residents already use the black box scheme?



2. Site visit and assessment:

The appropriate officer will arrange a site visit with the owner, Housing Association, management committee or other landlord, together with a contractor representative, where applicable and complete a Site Assessment form to record the following key points:

- The potential area to place bins/ bin store and how many bins could reasonably be accommodated. (**Standard scheme: 1 x paper, 1 x cans, 1 x green glass, 1 x brown glass and 1 x clear glass ALL 180 litres**)
- The scope for also providing bins for the proposed plastic bottles and cardboard collections.
- The existing residual waste capacity and, if appropriate, whether the capacity could be reduced.
- Vehicle access/exit and manoeuvring issues i.e. can standard collection vehicles access the site safely?
- Accessibility for residents (i.e. lighting, proximity to flats, manoeuvrability within the bin store).
- Health and Safety - potential fire hazards/ trip hazards for residents and collection staff. If the bin store is fully enclosed is there sufficient lighting for the collection to safely take place?
- If a bin store is not appropriate consider issuing black boxes or smaller recycling baskets and “no-blow” bags (especially if only a few flats). Also consider the option of collecting the glass mixed as opposed to colour-separated in bins (preference would be for green and brown to be mixed, although all 3 colours could be mixed if absolutely necessary).
- Take photos of proposed location(s) and vehicle access/exit points.
- Measure size of proposed bin storage area.



3. Confirmation of arrangements:

The officer will send out a letter of agreement to the owner, warden, management committee or other representative providing details of the site visit, the proposed plan and materials to be collected.

The letter will outline how contamination issues will be addressed to ensure that recipients understand how the service will operate. This will also give the opportunity for internal information for residents to be tailored to the service requirements e.g. amending tenancy agreements where appropriate. The letter will also clarify who to contact if any operational issues arise.

**4. Arrange for delivery of containers:**

This will be co-ordinated by the officer to ensure that the right number and type of containers are delivered in a timely fashion. This will be likely to involve both the collection service, and contractors (i.e. Focsa and Hills Waste Solutions).



5. Produce signs and posters for bin store and communal areas (e.g. notice board). This information should be tailored to the audience in terms of ensuring clear unambiguous messages, and will focus on trying to reduce potential contamination.



6. Produce and distribute leaflets to residents explaining the new recycling scheme – enclose cover letter (and bulky household waste leaflet) and arrange a talk on site to residents about the scheme wherever possible to encourage participation and minimise contamination issues.

**7. Site monitoring:**

The ongoing performance of the site will be monitored for contamination and fly-tipping. The officer will maintain regular contact with the site representative to discuss how well the scheme is going and to address any issues following implementation.

Contaminated bins will not be collected for recycling to avoid contaminating the existing load. The recycling collection service will request that contaminated bins are emptied as residual waste. If contamination persists and recycling bins require a residual waste collection the recycling service will be withdrawn.

8. Follow up education and promotion if required / requested.

(Vers. 1.3, Mar 2011)