

RECYCLING

GENERAL

1. The Council must reduce waste and maximise the amount of clean recyclable material collected from households and businesses in the Royal Borough and the Contractor is expected to work with the Council to this end by reducing the local waste stream and achieving all statutory recycling targets. The Contractor is required to minimise losses of recyclable material presented for collection and to ensure that waste reduction and the recycling service are viewed by all contract staff as an integral part of the services.
2. [Not used]

STAFF: APPOINTMENTS, TRAINING, INCENTIVES, AND SUPERVISION

3. The Contractor must demonstrate to the Council it will manage and operate the service to ensure that all waste reduction and recycling targets and requirements are met at all times, and shall deploy a member of its staff as a Recycling Assistant Contract Manager.
4. The Contractor shall designate a trained, knowledgeable charge hand on each recycling and waste collection round. The recycling charge hand will be responsible for resolving residents' complaints about the front-line recycling service, and will hold a stock of recycling information leaflets, bags and any other items deemed appropriate by the Authorised Officer for distribution to residents who ask for them. The recycling charge hands will be responsible for recording accurate, timely details about any householder or commercial waste customer who has contaminated their recycling containers or bags and will provide all such details to the Contractor's Recycling Assistant Contract Manager at the end of each working day. The recycling charge hands will be required to brief the Recycling Assistant Contract Manager and the Authorised Officer about patterns of contamination, and about participation and non-participation in recycling services – such briefings should take place not less than once every 3 months.
5. [Not used.]
6. The Authorised Officer will from time to time require the Contractor to produce evidence of induction and in-service training materials and methods, and to produce records showing that all employees have been given appropriate induction and training in waste

reduction and recycling. These records will include evidence that each employee has signed off their confirmation that they have received induction and training, and will be counter-signed by the appropriate supervisor or manager.

7. The Contractor must use all reasonable endeavours to ensure that the actions of the collection crews do not impact on householders' or commercial customers' perceptions of the recycling service in such a way that could reduce or deter their participation. In particular the collection crews must ensure when pulling up that recyclable material is clearly separated and distinguishable from non-recyclable waste material when placed on the kerbside for collection.
8. The Contractor shall establish such incentives as may be appropriate and reasonable to encourage all employees engaged in waste collecting and street sweeping under this contract to promote higher recycling rates. In order that recycling is properly recognised as a priority, the Contractor where practicable shall include the word "recycling" in the job titles of the collection staff, their supervisors, and all managers. Job descriptions for all contract employees will reflect the Council's requirement that waste reduction and recycling should be treated as a high priority.
9. The Contractor's disciplinary code and procedures will, where practicable, specify that a failure by an employee to take reasonable steps to sort and collect recyclable materials separately from general waste or to ensure that recyclable materials are free from, and kept free from, contamination will render that employee liable to disciplinary action. The Council reserves the right to require the Contractor to remove from employment on this contract anyone persistently failing in these obligations.

OPERATIONAL REQUIREMENTS – GENERAL

10. The Contractor shall collect the following "dry" materials for recycling from all households and commercial customers:
 - Paper and card
 - Glass bottles and jars
 - Plastic bottles, pots, tubs, and trays
 - Cans and tins
 - Food and drink cartons
11. The Authorised Officer may amend this list at any time either by increasing or decreasing the types of material collected and the

Contractor shall use all reasonable endeavours to utilise existing capacity to facilitate such changes. Nevertheless, the Contractor shall be required during kerbside collections to collect for recycling at least three types of recyclable waste, one of which will be paper.

12. The Contractor shall also provide a dedicated garden waste collection service, a Christmas tree recycling service, and an autumn leaf collection service.
13. [Not used]
14. The Contractor shall normally carry out kerbside dry recycling collection services – both household and commercial - at the same time as the non-recyclable waste collection service, using split-back vehicles with separate compaction mechanisms.
15. The Contractor shall effect the adjustment of the compaction on the recycling compartment to best protect the quality of recyclable material collected.
16. The Contractor shall ensure that the recycling compartments of the split-back vehicles are never deployed to collect non-recyclable waste. The Contractor shall ensure that the waste compartments of the split-back vehicles are never deployed to collect recyclable waste.
17. [Not used]
18. The Contractor shall ensure that when the recycling compartment of any split-back collection vehicle is fully loaded it must be deposited immediately at the recycling tip designated by the Authorised Officer. The Contractor shall ensure that, when the waste compartment of any split-back collection vehicle is fully loaded, the collection crews carry out a “tip for tip” procedure, meaning that the contents of the recycling compartment must be deposited at the designated recycling tip immediately before or after the waste compartment is emptied at the designated waste tip - even if the recycling compartment is not full.
19. The purpose of these requirements is to ensure all recycling loads are accurately accounted for and their weight recorded, and to prevent over-compaction of the recycling material. The Contractor shall investigate any incident involving an unaccounted for recycling load, or where a load has not been weighed for any reason, and submit a full explanatory report to the Authorised Officer within 24 hours of the event, including proposals for remedial action.

Recyclable material that is loaded on a vehicle that breaks down must be tipped for recycling.

**OPERATIONAL REQUIREMENTS - KERBSIDE COLLECTION
SERVICE FOR HOUSEHOLDS**

20. The Contractor shall provide a kerbside recycling collection service, twice a week, for all residents who place their waste out in small dustbins or sacks.
21. As at April 2011 approximately 64,000 households are serviced by kerbside collection services.
22. The Contractor's collection crews will collect recyclable waste presented in any receptacle specified as acceptable by the Authorised Officer, and place such waste in the recycling compartment of the split-back vehicle. At present residents are encouraged to package their dry recyclable materials in any of the following receptacles:

Orange Recycling Sacks

Labelled Green Recycling Bins/Labelled Small Bins

The Council shall purchase, and the Contractor shall deliver, such bags, receptacles and other equipment as may be provided to residents to encourage them to recycle. The cost of such deliveries will be negotiated between the Council and the Contractor and recorded on the schedule of rates.

23. The collection crews will also collect for recycling any loose cardboard presented by householders and any dry recyclable materials presented in a cardboard container. Some householders present recyclable materials in unmarked shopping bags or clear refuse sacks. This practice is not encouraged by the Council, but the collection crews will be expected to use all reasonable efforts to identify and collect uncontaminated dry recyclable material presented in this way.
24. The recyclable contents of the labelled recycling bins must remain in the bin until they are tipped into the recycling compartment of the collection vehicle, and the bin must then be returned to the resident's storage area with the lid replaced.

OPERATIONAL REQUIREMENTS – KERBSIDE COLLECTION IN NARROW ACCESS STREETS

25. Split-back vehicles cannot be used in a number of streets because access is too narrow. In these streets the Contractor shall deploy two separate vehicles in each of two collection rounds – one north, one south.
26. The Contractor shall deploy on each round a suitable single compartment compaction vehicle to collect recycling along with a similar vehicle to collect waste.
- 27a. The Contractor shall ensure that both crews on each round visit all streets and properties on the scheduled day of collection, with the crews on each round making every effort to remain together to ensure that all waste and recycling is cleared from each street and collected in the appropriate vehicle without loss or contamination of recyclable material.
- 27b. The Contractor shall ensure that the crews on each round collect only the materials appropriate to their vehicles. That is to say that the refuse crew must not collect recyclable materials for transfer to the recycling crew later in the day and vice-versa.

OPERATIONAL REQUIREMENTS - KERBSIDE COLLECTION SERVICE FOR COMMERCIAL CUSTOMERS

28. The Council will make every effort to persuade its commercial waste customers to separate their recyclable and non-recyclable wastes for collection. Details of recycling agreements will be set out on the daily worksheets provided to the commercial waste collection crews.
29. All the obligations placed on the Contractor in this specification for the collection of household waste recycling apply equally to commercial waste recycling. However the Contractor must tailor the commercial recycling collection service to accommodate the much higher amount of loose large cardboard placed out by commercial customers.

OPERATIONAL REQUIREMENTS – RECYCLING CONTAINER SERVICES

30. The Contractor shall collect recyclable materials from containers at all the Council's mini-recycling centres – which may be on the public highway or on private land - and from "mixed recycling banks" allocated to mansion and tower blocks or to commercial waste customers for the collection of mixed dry recyclable materials. The

Contractor shall ensure that all such containers are emptied at such a frequency that they do not become overfilled.

31. To minimise noise nuisance to residents, the Contractor shall collect materials from these containers only between the following hours:

Monday to Saturday 09:00 to 17:00

Sunday 09:00 to 13:00

32. The Contractor shall ensure that the mini-recycling centres are kept free from all dumped waste. From time to time certain mini-recycling centres may attract unusually frequent dumping. The Council may require the Contractor to adhere to an intensive dumps clearance schedule during such periods. The Council will make reasonable efforts to prevent such dumping by advice and/or enforcement.
33. The Contractor shall ensure that any recycling container found to be contaminated shall have a sticker advising of this fact attached to it in a prominent position. A record of the contamination must be forwarded to the Council's Waste Reduction and Recycling Manager and the Waste Reduction and Recycling Co-ordinator no later than the end of the working day. On receiving a report that a recycling container has been contaminated the Contractor shall empty the container within 24 hours and fully remove the contamination sticker.
34. The Contractor shall ensure that all recycling containers are locked after emptying in order to reduce the risk of contamination. The collection crew is required to report immediately to the Council's Waste Reduction and Recycling Manager any missing locks or fault or damage to the locking mechanism, wheels, or lid of any recycling container.
35. The number of mini-recycling centres and mixed recycling banks as at April 2011 is set out in Appendices A and B. As a matter of policy, the Council intends to increase the number of such facilities across the Royal Borough on both the highway and on private land, and will expect the Contractor to use up any spare capacity in the service to absorb as much of this increase as possible.
36. [Not used]

**OPERATIONAL REQUIREMENTS – GARDEN WASTE,
CHRISTMAS TREE, AND AUTUMN LEAF COLLECTION SERVICES**

37. The Contractor shall provide a garden waste collection service to private householders. The service will operate Monday to Friday between 07:00 and 16:00.
38. Householders using the service may place garden waste out for collection in either reusable bags or biodegradable plastic sacks. The Contractor's collection crew shall be required to deliver such bags or sacks to householders on request. Where such deliveries cannot be made during the normal operational hours the cost will be negotiated between the Council and the Contractor and recorded on the schedule of rates. Wherever reusable bags are deployed they must be emptied into the vehicle and then returned to the property from which they came.
39. Contaminated bags should not be collected and the collection crew is required to place a sticker on the sack declaring the sack contaminated. The crew is required to record details of the property whose occupier appears to have placed out contaminated garden waste, and these details must be passed at the end of each day to the Waste Reduction and Recycling Co-ordinator, who shall arrange for advice or other action to be taken.
40. [Not used]
41. The Contractor shall provide a dedicated Christmas tree collection service for a two week period, including weekends, in early January in each year to collect Christmas trees from householders. The Contractor shall also collect trees from a number of designated collection points and deliver the trees to designated disposal points for recycling. All collected trees must be weighed before tipping at the disposal points, with all weighbridge tickets submitted to the Council's Waste Reduction and Recycling Manager on the same day. Skips, or the required equivalent, shall be provided by the Contractor at the designated delivery and disposal points as required by the Authorised Officer.
42. During this period the waste collection and recycling crews must not collect trees placed out for collection in off street storage areas; such trees must be left for the Christmas tree recycling crew to collect. Fly-tipped trees should be collected by the Christmas tree recycling crew and not the dumps clearance crew. Once the two week period has expired any Christmas trees placed out will be collected by the waste collection and recycling crews.

43. The Council will mount a publicity campaign notifying residents when the trees will be collected in any given area during the two week period. The Council will give the Contractor reasonable notice of the service details to be set out in its publicity.
44. During the leaf fall period the Contractor shall collect and separate street leaves and deliver them at the direction of the Council to designated places for recycling or composting. The Contractor shall train and motivate the street sweeping crews to make every reasonable effort to ensure the leaves are kept free from contamination. Compostable bags for the collection of leaves for composting shall be provided by the Council. Any other bags required shall be provided by the Contractor.

OPERATIONAL REQUIREMENTS – STREET LITTER RECYCLING

45. The Contractor shall ensure that street sweepers segregate clean dry recyclable material from non-recyclable street litter by placing such recyclables into orange recycling sacks to be supplied by the Council. Orange recycling sacks filled before the street sweepers' scheduled return to their Depot shall be deposited in the sweepers' boxes located around the borough and collected daily by the kerbside recycling collection crew responsible for that area. At the end of their shift all sweepers shall carry any filled orange recycling sacks still in their possession back to the Depot to be placed in a mixed recycling bank.
46. From time to time the Council will conduct surveys to establish the amount of recyclable material that the sweepers are reclaiming from street litter. The Contractor is required to take every reasonable step to increase year on year the amount of recyclable material reclaimed.

OPERATIONAL REQUIREMENTS – DELIVERY OF RECYCLABLE MATERIALS FOR PROCESSING AND DISPOSAL

47. [Not used]
48. Western Riverside Waste Authority opened a materials reclamation facility at its waste transfer station in Smugglers Way in 2011. All recyclable materials collected by the kerbside collection crews will be delivered to this facility unless otherwise directed by the Authorised Officer.
49. [Not used]