

Falkirk Council Service Standard for Household Waste

Your weekly collection services

The service you can expect from us

- We will provide householders with clear information and support on the services and the bins/containers they can expect to receive for their household. This information will be made available on our website (www.falkirk.gov.uk/recycling) and provided in leaflets at One Stop Shops.
- We will provide householders with a regular collection and provide a calendar explaining the collection schedule for your area.
- We will provide a reliable collection service ensuring that we visit your property when we say we will. We will only deviate from this in exceptional circumstances outside our control, for example as a result of extreme weather events.
- When we cannot provide the service as planned you will be advised on our website (www.falkirk.gov.uk) and through local newspapers, social media and radio.
- If we miss your collection and you notify us within 24 hours of the service failure we will return within 1 working day to complete the collection. A container will not be deemed as missed until the end of the working day.
- We will consider the following special requests from householders:
 - Additional or larger bins/containers: For recycling bins/food waste caddies/black boxes this request will generally be granted however for non-recyclable material (green) bins the household must be actively participating in the kerbside recycling schemes and complete a waste diary and audit before a request for an additional or larger container is granted.

Evidence has shown that when larger or additional bins for non-recyclable material are provided to households the recycling rate drops - resulting in a loss of recyclable material, increased landfill costs, and greater environmental damage. This is why only households that genuinely require a larger or additional bin for non-recyclable material will be provided with one.

- Assisted collections: When requested we will assess the householder for an assisted collection, this may be a permanent (subject to annual review) or temporary arrangement. This assessment will take place within 5 working days of the request which can be made by phone 01324 504411 or by emailing contactcentre@falkirk.gov.uk

- Missing bins or containers: If one of your bins or containers has gone missing please contact us as soon as possible to let us know. If the bin or container is damaged by us, we will action a replacement within 5 working days (contact 01324 504411 or email contactcentre@falkirk.gov.uk). If the bin or container has been damaged or lost due to negligence by the householder we may make a charge for a replacement.

Please note that when you receive a replacement bin or container it may be a new, used or repaired one. Any bins and containers we find beyond repair are recycled.

- We will design our collection services and train our staff/contractors to minimise litter and spillages. We will clean up any spillage from a container, bin or vehicle that is caused by a council employee or contractor as a result of carrying out this service. If possible this will be carried out immediately; otherwise it will be carried out within 1 working day of the Council being made aware of the spillage.
- We will collect as many materials as possible for reuse, recycling or composting and explain what has happened to them via our website (www.falkirk.gov.uk/recycling).

The Council recognises that householders must have confidence in the services they use and a key element of this is knowing that material collected separately for recycling is actually recycled. The Waste (Scotland) Regulations 2012 have made this a legal requirement; however the Council will also provide information on how material has been sorted, or processed for recycling and composting.

- We will tell you in good time about planned changes to services:
 - Any changes to your normal collection will be communicated in writing to the affected households at least 10 working days before changes are due to occur.
 - We will advertise, through local media, any changes due to the public holidays at Easter, Christmas and New Year. This will be at least 10 working days in advance.
- We will respond to your contact centre enquiries as soon as possible (by phone on 01324 504411 or by email contactcentre@falkirk.gov.uk) and any complaints received about our service will be responded to in line with the Council's complaint procedure. In normal circumstances any action we believe is required will usually be completed promptly and within 5 working days of a decision being made.

What we expect from you

- To treat our staff and contractors with the respect you would similarly expect in return.
- To present your bins (with handles pointing towards the roadside) and other containers for collection by 6.45am on the required day. If your bin is not presented for collection by the appropriate time we will not return until your next scheduled collection day.
- To return your bin or container to your property as soon as possible.
- To think carefully about where you store your bins and containers to ensure they are not an obstruction or safety risk.
- To keep your bins and containers in a clean and hygienic condition.
- To ensure the lids on your bins and containers are closed ready for collection and there are no additional bags of waste outwith your bins and containers.

We require lids to be closed to ensure the safety of our staff and contractors and reduce the risks of spillages and wind blown litter.

- To check local media and the Council's website at holiday times, and on the rare occasions when extreme weather conditions occur, to ensure you are aware of any temporary service changes.
- To use the bins and containers provided for the correct materials and to ensure the maximum amount of your waste is recycled or composted:
 - Your green bin may not be emptied if it contains recyclable material or food waste.
 - If your bin contains the wrong material, we will advise you by placing a sticker on the bin/container. This bin will not be uplifted. Any contamination must be removed and placed in the correct container.
 - We will then arrange to uplift the bin on your next scheduled collection, once we have been notified that contamination has been removed.
 - Householders that contaminate bins on a second occasion will be sent a postcard/ letter advising them of the contamination issue as well as the action above. A third occasion will result in a visit by a Council officer who will discuss the contamination issue directly with the householder.

The Council will take a firm approach on contamination. Recyclates that are contaminated with the wrong materials, or excessive food waste residues, are often rendered unusable and end up being landfilled.