

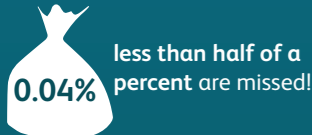
# Waste Service Standards & Performance 2014/15

Our waste and recycling standards were introduced in 2014 and are designed to improve the service we offer to residents, and increase recycling rates across the borough. They clearly set out the level of service residents can expect to receive from us, and also make it clear how residents can help us to make their collections as efficient as possible.

**1** We will provide a weekly recycling and fortnightly general waste collection on an allocated day between 7am and 4pm.



The council provides over 7 million collections each year.



**2** We will provide you with a purple lidded bin for refuse, a brown caddy for food waste, a blue bag for cardboard, a black box for recycling and a green bin for garden waste.

Deliveries during 2014/15



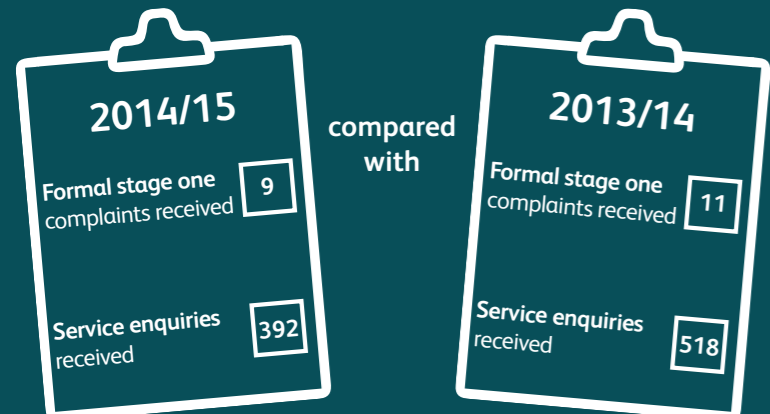
The green service was suspended from late November 2014 until the end of March 2015.

**3** We will respond to your queries in line with our corporate standards.

Our corporate standard is to acknowledge within 5 working days and respond fully within 10 working days.



**4** We will ensure our crews are polite and courteous during their collections.



15 compliments were received by the service in 2014/15, compared with 10 in 2013/14. Overall, there were 24% less calls about crew performance and behaviour and 6% fewer calls than in 2013/14.

**5** We will provide a Household Waste Recycling Centre (HWRC) and a number of 'bring sites' where you can take your waste and recycling. If you drive a van or trailer you will need a permit before you can use the HWRC.



**6** We will provide replacement recycling containers for free, but charge £20 for replacing purple lidded wheelie bins unless these are damaged by us. There will be a charge of £55 for the full set of waste containers for new properties.



Residents can help us by personalising their containers and using FREE NETS to keep their recycling secure.

**7** We will deliver replacement waste containers within two weeks, subject to availability.



**8** We will collect bulky items and trade waste, however, these extra services will need to be requested and require a fee.



The council continues to operate a self financing trade waste service for charities, schools and businesses within Torfaen.

**9** We will only collect items that are in the right containers - if something is not in the right bin/bag/box we will leave a note saying why it wasn't taken. We don't collect extra bags of refuse/side waste.

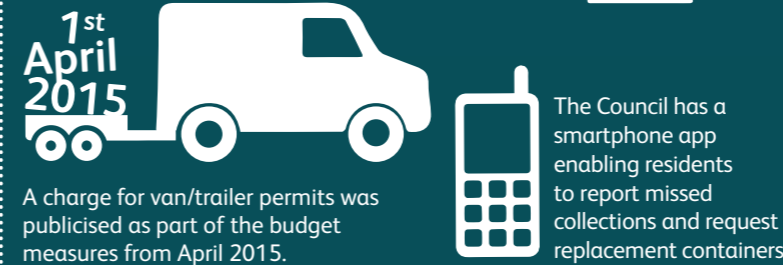


Out of 7 million collections during 2014/15, we did not collect waste from households on 2855 occasions due to issues of contamination and side waste. These households were provided with information and visited by a waste awareness officer.

**10** We will provide an assisted collection service for people who are physically unable to take out their bins.



**11** We will provide you with access to up-to-date information on available services and how to recycle your waste. Any changes to services will be publicised a month before they are introduced.



**12** We will continue to review our service.



Part of the annual process involves an annual review of the service standards. The existing standards are considered suitable for 2015/16 and will be reviewed again next year.

## Resident's Contract

I will:

- Place my waste container out for collection before 7am on my allocated day but not before 7pm the night before
- Not report my waste container as 'missed' unless it's after 4pm on my collection day
- Take in my waste container by 7pm on my collection day
- Place all my waste containers for collection where my property meets the pavement (or my designated collection area)
- Personalise my waste containers with a house number/name to reduce the risk of it being lost/stolen and help the crews put it back in the right place
- Place a net over my recycling box to stop it being blown out of the box. (If you don't have one, we will provide you with one for free)
- Not weigh my box down – it can pose a health and safety risk to the crews
- Rinse out my bottles and cans, crushing my plastics, cartons and bulky items, and not putting recycling in carrier bags unless it's for textiles
- Sort my waste and recycling before visiting the Household Waste Recycling Centre
- Be courteous to the crews during their rounds and showing patience when driving behind them and comply with the Highway Code
- Stay up to date with the information we provide on [www.torfaen.gov.uk](http://www.torfaen.gov.uk), social media, local press and Torfaen Talks.

For more information:

- Online: [www.torfaen.gov.uk](http://www.torfaen.gov.uk)
- Phone: 01495 762200
- Twitter: @CallTorfaen

Or download the council smartphone app.