

## **Recycling Contamination Procedure**

Through positive engagement, the Council seeks to minimise contamination within the 'green-lidded' bins utilising the following process.

### **A) First instance of contamination**

1. Crew leave sticker/hanger on bin advising resident of contamination ensuring box is ticked indicating offending waste
2. Driver to report address on route sheet (or via new PDA system) – essential to report address accurately
3. Admin staff to send letter (ref: R/C/1) to resident
4. Return to empty bin if requested to do so by resident
5. Service request created to undertake (4)

### **B) Second instance of contamination (within 6 months of previous contamination)**

1. Crew leave sticker/hanger on bin advising resident of contamination ensuring box is ticked indicating offending waste
2. Driver to report address on route sheet (or via new PDA system) – essential to report address accurately
3. Admin staff to send letter (ref: R/C/2) to resident
4. Issue service request and history for bin to be inspected over next 2 collections
5. Bin to be inspected by officer for next 2 collections with findings being recorded clearly on service request

### **C) Third instance of contamination (found by either collection team or officer inspecting after second contamination – within 6 months of previous contamination)**

1. Sticker/hanger on bin advising resident of contamination ensuring box is ticked indicating offending waste
2. Driver to report address on route sheet (or via new PDA system) – essential to report address accurately
3. Letter (ref: R/C/3) to be hand delivered to resident explaining scheme requirements – if the resident is not at home letter to be posted through

letterbox. If no access to letterbox, letter to be stuck to lid of bin in plastic wallet and action taken recorded on service request.

4. Entry on route schedule advising crew property is at level 3 for six months
5. Issue new service request and history for bin to be inspected over next 3 collections. Service request from Stage B to be used if still in supervisor's possession, i.e. within 2 cycles of previous contamination.
6. Bin to be inspected by officer for next 3 collections with findings being entered clearly on service request

**D) Fourth instance of contamination (found by either collection team or officer inspecting after third contamination – within 6 months of previous contamination)**

1. Sticker/hanger on bin advising resident of contamination ensuring box is ticked indicating offending waste
2. Driver to report address on route sheet (or via new PDA system) – essential to report address accurately
3. Letter to be sent to resident advising that bin will be removed within 7 days
4. Service request to be created to remove bin
5. Entry on route schedule advising crew after bin has been removed