

St Andrews Bins-off-Streets Policy - Frequently Asked Questions

Why is Fife Council doing this?

St Andrews is a fine town, a place of history, learning and culture, and the world's home of golf.

This new approach will help make St Andrews cleaner, greener and safer, whilst encouraging more visitors to spend time in the town. Waste permanently stored on our streets attracts vermin, causes litter and obstruction issues for people with mobility issues. Improving the appearance of our streets will benefit all who use them – and be good for businesses too.

Where will I keep my waste outside the collection time? We don't have any space for bins?

Your business waste is your responsibility and will need to be stored within your property or on private land. Please speak to your commercial waste contractor in the first instance. Some useful ways to manage this may include having your waste collected from within your business, increasing the frequency of collections or sharing bins with neighbouring businesses. There are also a number of commercial waste collectors operating in Fife that can help you explore the options available.

For business who feel they have exhausted all the above options and wish to make an application for on-street storage of their waste bin(s), please contact us at dutyofcare.waste@fife.gov.uk and request a 'Policy Exceptions Application Form'

But more frequent collections will cost me more money?

Having waste collected more frequently may carry an increased cost; however recycling more may result in saving money. Waste (Scotland) Regulations require you to follow the

Waste Hierarchy:



By analysing the waste you produce and following the waste hierarchy you may lower the amount of waste you produce and the collections you therefore require. See [Resource Efficient Scotland – Save Money on Waste](#).

How will enforcement staff know if an exception has been granted or if a bin has been left on the street without authorisation?

A business which qualifies for an exception will be issued with a green sticker to attach to their bin, any bin found on the street out with the collection window, without a green sticker will be investigated and may be removed.

Our business is only open out with the waste collection window, can I leave my bins out overnight or out with the collection window?

No, unfortunately like all other businesses you would be expected to comply with the policy and make arrangements for your bins / waste to be presented during the presentation window. You should talk with your waste contractor in the first instance to see what help they can provide. If they cannot help then there are other contractors who may be able to.

My business only opens at 9.00am will I be expected to present my bins at 7.30 am for the start of the presentation window?

We advise you to talk to your waste contractor in the first instance to see what arrangements can be made with regards to the timings of your waste collections.

My waste contractor has advised that they cannot guarantee they will be able to empty my bins between when I open at 9am and the end of the presentation window at 10.30 what should I do?

Speak to your waste contractor in the first instance if they are unwilling to collect your within the presentation window. It is your responsibility to find a waste contractor that will be able to collect your waste within the presentation window.

You can find a list of local waste contractors operating in the area at the following website <http://directory.resourceefficientscotland.com/> . All commercial waste collectors operating in the area have been consulted about the policy.

Failure to comply with the policy can result in enforcement action.

What happens if my commercial waste contractor fails to pick up or is late?

If for some reason, your commercial waste contractor cannot collect your waste. You should remove it from the street, return it to your premises and contact your waste contractor to rearrange collection.

It is not acceptable to put out your waste and leave it; this is a failure in your duty of care.

What will happen if I do not comply?

We will work with you and your business as much as possible to help you comply with these changes. Should your commercial waste or commercial waste containers be found on the street out with the collection window, enforcement action may be taken under the Roads (Scotland) Act 1984 Section 59, which may result in Fife Council removing and disposing of the waste or waste container/s, Fife Council will also seek to recover all reasonable expenses incurred while enforcing this policy from the business.

If you are concerned about not being compliant or want advice please do not hesitate to contact us at dutyofcare.waste@fife.gov.uk we are committed to helping and supporting you to improve the appearance of St Andrews.

My waste contractor is not keeping to the presentation windows and as a result I have had my bins confiscated what can I do?

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How many warnings will businesses get before their bins are confiscated?

There is a three-stage warning process in place:

Stage 1 Verbal/Informal Warning. The business will be allowed reasonable time for corrective action to be taken to prevent escalation to Stage2.

Stage 2: Written Formal Warning. The business will be given 5 days to comply with policy to prevent escalation to Stage 3.

Stage 3: Notice affixed to bin warning of confiscation. If bins are not removed within 24 hours of the notice being affixed, arrangements will be made for them to be confiscated.

For businesses who repeatedly fail to comply with the time window, a four-stage **Repeat Offenders Policy** is in place:

Stage 1: Verbal - The business will be allowed reasonable time for corrective action to be taken

Stage 2: Verbal - The business will be allowed reasonable time for corrective action to be taken

Stage 3: Written - The business will be advised that on the next occasion of non-compliance their waste container(s) will be removed without notice.

Stage 4: Bins removed.

What will the cost recovery charge be to get bins returned after confiscation be, and how was this worked out?

A cost recovery fee of £100 for the first waste container uplifted the release of confiscated bins or pest proof sacks and a further £25 will be charged for any subsequent waste containers uplifted.

The average cost has been calculated taking account of staff (collection, administration & enforcement) costs, vehicles costs (time & fuel), and storage space and to cover the disposal of any waste materials in the waste containers that are removed.

Who will have to pay for the waste containers to be returned?

The business that the waste container(s) are confiscated from will be responsible for paying to have any confiscated waste container returned.

How will I pay to have my bins returned to me?

A letter will be delivered regarding the bins confiscation that will detail how, where and when payment should be made for the return of any confiscated bins.

What will happen when events are on such as the Lammas fair are on?

The impact on St Andrews town centre is always taken into account when planning major events such as the Lammas fair or golf events, and communicated to affected businesses and residents.

Why are householders allowed to have bins lying out at all times when commercial businesses are not? Are you going to be introducing a similar policy for household bins?

Household waste is generally collected early on collection day in St Andrews town centre. Householders are required to return their bin to their premises as soon as possible after collection.

Can I place my glass waste in bags for uplift?

No. Commercial waste sacks/bags are not suitable for glass, which may get broken and burst the bag. Placing glass waste in bags is not acceptable due to the risk of injury to your staff, members of the public or commercial waste contractor personnel. Please speak to your commercial waste contractor to look at alternative options including smaller containers which can be stored on your property and/or the frequency of your uplifts.

I have food waste, how can I store this indoors?

Businesses are not expected to store external waste containers inside premises where food hygiene requirements or health and safety requirements cannot be met.

SAFE AND HYGIENIC STORAGE OF WASTE INSIDE FOOD BUSINESSES

Food businesses must have adequate provision for the storage and disposal of food waste and other refuse. To comply with the collection windows, it will be necessary to temporarily store food waste within food premises. The legislation that is relevant includes EC Regulation 853/2004 on the Hygiene of Foodstuffs and The Management of Health and Safety at Work Regulations 1999. The following will help you to comply with food hygiene and health and safety requirements and protect against rodent and insect pests:

Any changes to your food waste storage and handling procedures must be risk-assessed. This should take into account the individual circumstances of your premises, the waste you store, the impact that it will have and the level of risk involved.

- Consider different ways of food waste disposal. This could include more frequent uplifts of smaller quantities of waste.
- Food waste and refuse must be removed from designated food storage and preparation areas regularly.
- Food waste must be stored in closable rigid pest and leak proof containers within the premises.
- Food waste must not be allowed to accumulate or decompose. It should not be stockpiled for any more than 2 days. This time can be extended if refrigerated refuse stores are provided or if storage areas are very cold during the winter months.
- Internal refuse stores must be away from food storage/handling areas.
- Hand hygiene is essential when handling food waste. Staff must always wash their hands thoroughly after handling waste
- Encourage a litter conscious attitude and code of conduct amongst staff at every level. Train new staff to follow these guidelines.
- Ensure bins are a sufficient size for the quantity of litter produced
- Areas used as refuse stores must be designed and managed in such a way as to enable them to be kept clean and free of animals and pests. Walls and floors must be washable/easy to clean.
- Carry out regular clean ups, including the rear of premises, car parks and delivery and storage areas.
- Waste cooking oil must be up-lifted by a SEPA approved carrier for recycling. It must not be poured down drains and must be kept separate from other food waste.
- Under Waste (Scotland) Regulations you are no longer permitted to discharge food waste to a public drain or a sewer by using, for example a macerator.
- You should, wherever possible, avoid manual handling of loads if there is a possibility of injury. If manual lifting is the only option then there are a number of things that can be done to reduce the risk of injury to people, including;
 1. assessing the manual handling activity to identify any specific risks
 2. making the load smaller or lighter and easier to lift
 3. providing lifting aids/equipment
 4. improving the environment – e.g better lighting, flooring or air temperature can sometimes make manual handling easier and safer
 5. ensuring the person doing the lifting has been trained to lift as safely as possible.

Has this been tested anywhere else?

The City of Westminster, Manchester, Glasgow and Edinburgh have all successfully employed a similar system with a significant improvement to their appearance. See [Edinburgh Trade Waste Case Studies](#).

Who can I contact for further assistance?

You should contact your commercial waste contractor in the first instance, they may be able to assist you with:

- arranging suitable collection times
- reducing the size of your containers/ increasing collections
- swapping from bins to commercial waste sacks
- purchasing a pest-proof sack for containing your commercial

For further enquires please contact the Enforcement Officers at dutyofcare.waste@fife.gov.uk