

Waste and Recycling Framework – 2019

SMBC & Veolia



Contents

Introduction	3
Transition from old framework to new	3
New Contract Prices.....	3
Overweight refuse bins.....	4
End of term clear out	4
Quality of recycling – zero contamination.....	5
Changing locations of bins	5
Changing of codes.....	6
Reporting missed collections & other services.....	6
<i>Customer Support</i>	6
Exclusions.....	6
Waste Transfer Notes	6
Operational Escalations	6
Appendices – Recycling Information	8
Mixed Recycling.....	8
Plastic Bottles Food Waste	9
.....	10
Mixed Glass	11
Paper Recycling	12
Cardboard.....	13
Tins and cans	14
Contamination Sticker.....	15
Service Issue Sticker	15

Introduction

This document is designed as a guide to the waste and recycling services provided by Veolia on behalf of Solihull Council. Outlined below are the key basic information.

Transition from old framework to new

As Veolia have been the successful contractor there will be no disruption in service and collections will continue to take place as normal.

However, please note that from May 2019 a new framework is in place with new costs.

New Contract Prices

The table below outlines the new contract prices from 1st May 2019. (DMR – Dry Mixed Recycling)

Waste Str	Bin Size								
	6yd REL	8yd REL	14yd REL	1280	1100	660	360	240	120
General*	£65.42	£76.86	£94.45	£12.83	£9.80	£7.28	£5.85	£5.50	£0.00
DMR					£7.98	£6.66	£5.67	£5.29	
Cardboard	£27.50	£27.50	£27.50	£5.00	£5.00	£5.00	£5.00	£5.00	
Glass								£6.00	
Food								£6.50	£6.00

Overweight refuse bins

Please note that from 1st May 2019 **refuse bins** which weigh more than the allowed weight will be charged at **13p per kilo**. Therefore it is essential that bins are not overloaded. If you have more than one refuse bin on site, please ensure that the waste is spread evenly between them. Options include rotating the bins and where possible minimising waste arising by utilising the recycling facilities. The information below is provided by Veolia and outlines the maximum weight per container type. Please note that the collection vehicles use on board weighing machines and therefore will be able to read whether the bin is overweight or not. Please note that on the invoice this will show on the treatment line – with a unit price of £130 per tonne.

*Any containers collected and emptied over the below weight will attract a charge of **£0.13p** per kilo. We will use this matrix and solution to drive and continually encourage and challenge sites to reduce, reuse and recycle products rather than dispose of them within the general waste stream – ensuring best value is achieved at all times for Solihull MBC. As 'overweight containers present a real Health, Safety and manual handling risk to both Veolia and Solihull MBC staff, Veolia will ensure sites with 'overweight' containers have all the needed support ensuring swift solutions are found which will reduce the container weights and remove any potential Health, Safety and Manual Handling Risks associated with heavy containers for both Veolia and SMBC employees.

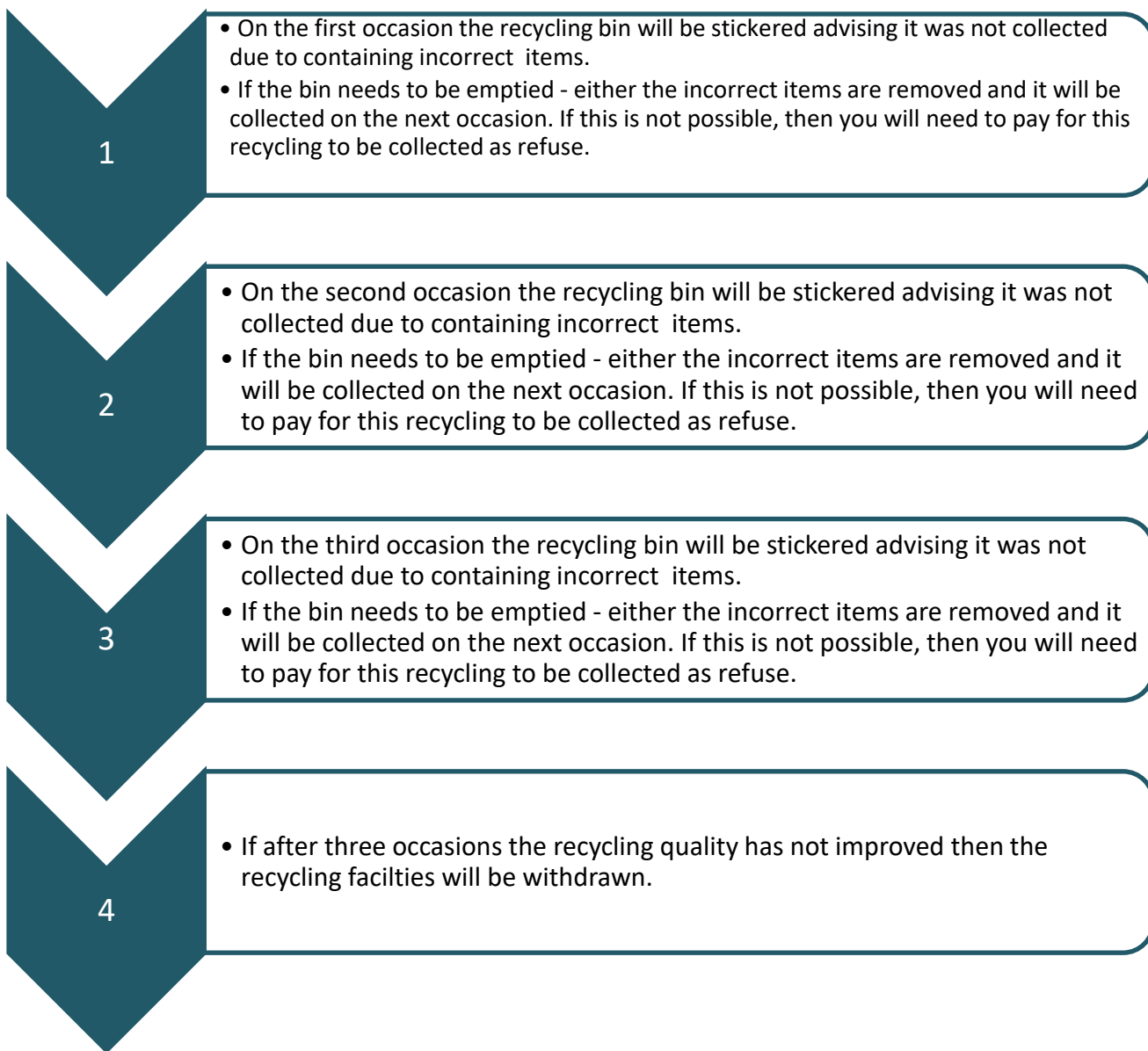
Container Weights	
Container Type	Weight - KGs
EURO 1280 LTR General Waste	70
EURO 1100 LTR General Waste	70
EURO 660 LTR General Waste	45
EURO 360 LTR General Waste	35
EURO 240 LTR General Waste	30
REL 6YD3/6.1M3 General Waste	300
REL 8YD3/9.2M3 General Waste	320
REL 14YD3/10.7M3 General Waste	450

End of term clear out

If at the end of term, you are planning on having a clear out, please plan ahead as you may overfill your bins. Additional ad-hoc collections can be ordered and/or additional containers such as skips can be hired. If you wish to organise additional collections please contact Veolia directly.

Quality of recycling – zero contamination

To ensure that the recycling that is collected is recycled, it is essential that only the correct materials are placed into the recycling bins. If wrong materials end up in the recycling then these recycling bins will not be emptied. Veolia operate a zero tolerance towards contamination and operate a three strike process. This is outlined below;



If you are unsure what can and cannot be recycled, then please refer to the appendices.

Changing locations of bins

If the locations of the bins changes then please notify Veolia as soon as possible – as this may effect site access and vehicles may not be able to collect.

Changing of codes

If site codes change or there are new keys, then please contact Veolia Customer Support as soon as possible to notify them.

Reporting missed collections & other services

If your collection has been missed then please contact Veolia through either the hub or through the following channels listed in the table below. Once a missed collection is reported, generally Veolia will return the following working day to empty the bin.

The contact details below can also be used to request additional ad-hoc collections and to raise a complaint.

All General Enquiries and Ad Hoc Requests	
Department	Customer Support
Customer Services (phone)	0345 6060 460
Email Address	uk.regionalcet@veolia.com

Exclusions

If you do not wish to have collections during schools holidays, then please contact Veolia Customer Support at least two weeks before. Notifications need to be done via the Hub or by email.

Waste Transfer Notes

Waste transfer notes are generated on an annual basis in September. You will be notified of these via the Hub and an email reminder. On the Hub there are guidance notes on how to complete the waste transfer notes. These notes will also be circulated alongside this guidance document.

Operational Escalations

If you have persistent issues that Veolia have not resolved in the first instance then please escalate these to;

Council Buildings

Danuta Morley – Waste & Recycling Manager

Tel: 0121 704 8523

Email: dmorley@solihull.gov.uk

Schools

Christopher Lowe – Category Manager

Tel: 0121 704 6236

Email: Christopher.lowe@solihull.gov.uk

An example of this would be repeated missed collections over 3-4 weeks and this has been reported to Veolia but missed collections are still occurring.

Appendices – Recycling Information

Mixed Recycling

Dry Mixed Recycling

What can you recycle?

To make life easier, we have a single bin for the following recyclates

<h4>Cardboard</h4> <p>All brown Corrugated Card and Boxes, Coloured Card Boxes, Grey Packaging Card</p>	<h4>Plastic Bottles</h4> <p>Clean, clear and coloured plastic bottles</p>
<h4>Tins and Cans</h4> <p>Clean, empty food and drinks cans</p>	<h4>Paper</h4> <p>Including newspaper, pamphlets and magazines</p>

Recyclables can be placed directly into the containers and/or clear plastic sacks

Resourcing the world



Plastic Bottles



Clean, clear and coloured plastic bottles

Resourcing the world



Food Waste



**Sandwiches, Fruit, Tea Bags
Vegetables, Plate Scrapings**
Food packaging is not recyclable

Resourcing the world



Mixed Glass



All clean, empty glass bottles and jars

Resourcing the world



Paper



**Including Newspaper, Pamphlets,
Magazines**

Resourcing the world



Cardboard



Brown Corrugated Card and Boxes
Coloured Card Boxes
Grey Packaging Card

Resourcing the world



Tins and Cans



Clean, empty food and drinks cans

Resourcing the world

Contamination Sticker



The sticker features a yellow background with a black diagonal banner. At the top center is the Veolia logo. The banner contains the text "Recycling Bin Contaminated" in white. Below the banner, the word "Sorry" is written in large black font. Underneath, a message explains that the bin cannot be collected due to contamination and provides a phone number for collection: 0845 6060 460.

VEOLIA

Recycling Bin Contaminated

Sorry

This recycling bin cannot be collected due to contamination.
To arrange collection please call us on:

0845 6060 460

Service Issue Sticker



The sticker has a pink background with the Veolia logo at the top center. The title "Service Issue Notification" is prominently displayed. Below the title are two input fields for "Date:" and "Time:". A message states that the bin was not collected today due to a specific issue. Four options are listed with checkboxes: "Bin was Overweight and Unsafe", "Vehicle Blocking Access Reg No:", "Excess Waste Around Bin", and "Other Issue:". At the bottom, a message asks the user to contact the company to arrange safe collection, providing the phone number 0845 6060 460.

VEOLIA

Service Issue Notification

Date: _____ Time: _____

Unfortunately your bin was unable to be collected today due to:

Bin was Overweight and Unsafe

Vehicle Blocking Access Reg No: _____

Excess Waste Around Bin

Other Issue: _____

To arrange for the collection of this bin safely, please contact us immediately on: **0845 6060 460**