

# BUSINESS RECYCLING AND WASTE SERVICES COMMITMENT

## North West Leicestershire District Council


Businesses and councils are working together to increase levels of recycling, and this has diverted significant amounts of waste from landfill. This has resulted in huge long-term environmental and financial benefits.

This commitment explains that, if you choose us to provide your waste and recycling services we will continue to build on this success by:

- offering recycling and waste services that provide value for money and consider the needs of your business;
- helping you manage your waste, and identify and access recycling and waste-management services appropriate for your business; and
- valuing your feedback and ideas for improving our services.

We are committed to helping you with your responsibilities in managing waste	
7	<b>Guidance on your responsibilities for managing waste</b> To help you make the right decisions for you and your business, we will help you access guidance which explains what your legal responsibilities are, including how to manage your waste in the best way for the environment. To help you find out about waste and recycling services in your area, we will publish a directory of service providers, including from the public, private and voluntary sectors.
8	<b>A directory of local waste and recycling services</b> We will help you get in touch with local organisations if you are looking to get rid of, or buy, items which can be reused such as computers, furniture, printer cartridges and clothes. We will take enforcement action only when we have no other options left and where people cause significant problems for their neighbours and the environment.
9	<b>Help with donating unwanted items for reuse or buying quality second-hand products</b>
10	<b>A sensible approach to enforcement</b>
<b>We are committed to listening</b> Your feedback and ideas on improving our service are important to us. If you choose us to provide your waste and recycling services, you can expect the following:	
11	<b>Easy ways to give us your feedback</b> If something goes wrong, or a service is not met, or if you have a question or would like to make a suggestion for improving our service, we will: • make sure you can contact us in ways that are simple and easy to understand; and • deal with customer complaints fairly, consistently and promptly.
12	<b>A commitment to continuous improvement</b> We will: • Welcome feedback and ideas on how we can assist you to meet your responsibilities and make recycling easier; and • Give consideration to the needs of businesses when reviewing our service

We are committed to making recycling easy	
1	<b>Reliable and regular collections</b> If we provide your service and cannot collect when we have said we will, we will: • let you know as soon as possible; and • make other arrangements if this is possible.
2	<b>A collection service tailored to meet the needs of your business</b> If possible, and appropriate locally, we will help you assess your waste needs, so we can provide advice on: • How to minimise waste and maximise recycling; and • how you might save money by preventing waste and recycling.
3	<b>Clear information about our recycling service</b> We will: • explain what you can and cannot recycle (if we don't collect something, we will let you know who else might be able to help); • provide feedback on what happens to your waste and recycling – where it ends up; and • make you aware of any new services offered.
4	<b>Support you to recycle your waste</b> If we can do so locally, services for commercial waste recycling and disposal will be offered at a designated site (Whetstone RHWS) Where appropriate, we will give you details of another facility to recycle your waste.
5	<b>Contracts managed by following the principles of best practice</b> We will: • give you information to help you to renew contracts; • give you information to help you to choose contracts which meet your business needs.
6	<b>Reasonable and clear fees</b> We will explain how we work out your fees.

Signed  Date 17 APRIL 2012

Name Councillor Alison Smith

Position Deputy Leader and Portfolio Holder for Community Services