

Changes to Kerbside Recycling Collections

Briefing Note No. 20-09

Service: Waste Services
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Date Prepared: 7 February 2020
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Since July 2018 Hills Municipal Collections Limited have been delivering services under a contract with the council for the collection of waste and recycling. During this period, we have been working with Hills to plan service improvements.

These improvements include making it even easier for people to use the kerbside recycling collection service.

The way in which recyclable materials are collected from the kerbside will change and we will contact residents in the near future to tell them when their services will change. The good news is that residents will be able to place more materials in the blue lidded bin.

Many households will also see their collection day change as we will be making the collection routes more efficient, so there will be fewer collection vehicles on the road. This will help to further reduce the council's impact on the environment as part of its pledge to become carbon neutral by 2030.

Letters are being sent to every household in Wiltshire to inform them of their new collection day. Once residents have received their letters they can go online and check their collection day and print off a bespoke collection calendar at www.wiltshire.gov.uk/rubbish-and-recycling

Residents will receive a leaflet with the letter containing more information about the changes, as well as a sticker explaining which materials can be placed in the blue lidded bin.

The changes are also being communicated to residents via the media, social media, roadside banners at household recycling centres and other key locations, posters and pull-up banners in council buildings, leisure centres and libraries.

In summary, the new service is:

- In the blue lidded bin you can place cans, tins, aerosols, paper, cardboard, cartons, foil, plastic bottles, pots, tubs and trays

- In the black box you can place glass bottles and jars and bagged, dry textiles
- The blue lidded bins and black boxes will be emptied fortnightly on the same day, using new recycling collection vehicles.

There will be no change to the household waste collection service or the chargeable garden waste collection service. Your collection days for these services will remain the same.

The service changes will take place over a four-week period from 24 February to 20 March. We are asking every household to look out for a letter that will tell them the date of their last black box and blue lidded bin collection under the current system and the date of their first collection under the new system. Once they have received their letters, people can also visit our website to find out when their next recycling collection day will be under the new arrangements. Residents who know of any neighbours who don't have access to the internet could check whether they need someone to download a calendar for them. Alternatively, residents can telephone the council on 0300 456 0102 to ask that we print a calendar and post it to them.

When residents receive their last collection under the current system, an information hanger will be attached to their blue lidded bin telling them that the service is changing. They should receive the letter with details of their new collection day soon after.

Collection crews will complete the final collections under the current system from 24 February to 6 March, attaching the information hangers to the blue lidded bins telling residents that their collection service is changing during this time. The first collections based on the new system will take place from 9 March to 20 March.

The collection day changes will improve the efficiency of our rounds and reduce the number of collection vehicles on our roads. Because the vehicle rounds are changing it is important that residents put their bins and boxes out by 7am, as the times of their collections may change.

Recycling tips:

- Wash and squash all cans, tins, plastic and cartons where possible.
- Bottles, jars, cans, cartons and aerosols should be empty; lids can be left on.
- Flatten cardboard boxes to make more room in your bin.

It is important to wash cans, tins, plastic bottles, pots, tubs and trays and cartons before placing them in the blue lidded bin so there is no food or drink that could contaminate other materials such as paper and cardboard. This also reduces the risk of any odour. Residents should not place excess cardboard next to the bin as if it becomes wet due to rain it will not be collected.

If residents think they may not have enough room in their blue lidded bin, we are asking them to try to squash and flatten as much of their recycling as possible for the first few collections to see if this is a suitable solution. Larger or additional blue lidded bins will not be delivered until residents have first tried the new service and demonstrated to themselves that, despite squashing and flattening materials, they need the additional capacity. They can then request a larger or additional blue lidded bin via the Wiltshire Council website.

Plastic film, black plastic and plastic flower pots of any colour should not be placed in the blue lidded bin. Plastic film and black plastic should be put in the bin for non-recyclable waste, but plastic flower pots could be taken to your local household recycling centre for recycling. The council is only able to recycle plastic bottles, pots, tubs and trays collected at the kerbside.

Where residents have clothes or shoes that someone else may be able to wear, we are asking them to continue to take these to charity shops. Any other textiles for recycling should be clean and dry, placed in a bag and tied. The council will not collect duvets, sleeping bags or single shoes.

A new materials recovery facility designed to sort the recyclable materials collected from the blue lidded bin has been built near Calne. This should enable the materials to be sorted to a high quality standard for delivery to reprocessors for recycling. For more information about where materials collected for recycling are sent for reprocessing, please check the council's website: www.wiltshire.gov.uk/what-happens-to-recycling

By making it easier for people to sort their waste, we hope to increase the amount of waste we recycle. In 2018/19 the council recycled 42.69% of the household waste that it collected from the kerbside and at household recycling centres. 89% of the household waste the council collected for recycling, composting and re-use in 2018/19 was managed within the UK.

In response to Wiltshire Council's acknowledgement of the climate emergency, the Green Pledge promoted by the council asks people to recycle as much as they can, as this will also help reduce our carbon impact. The new kerbside recycling services are designed to increase public participation in the kerbside recycling services provided by the council so should help the council to become carbon neutral by 2030. You can sign up to the Green Pledge at: <https://surveys.wiltshire.gov.uk/snapwebhost/s.asp?k=157261245291>

Thank you for continuing to protect the environment by encouraging your communities to recycle their waste.