

Fortnightly waste and recycling collections



Briefing pack

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January 2012

Why do we need to change to fortnightly collections?

In April 2009 Wiltshire County Council and the four district councils joined together to form the unitary authority Wiltshire Council.

The waste and recycling collection services operated by the four former district councils differed across the county. This was unfair and Wiltshire Council decided that the same service should be available to all residents.

On 20 October 2010, the council’s cabinet members approved a proposal for Wiltshire to move to a harmonised waste and recycling collection service. The proposal of increased recycling opportunities and fortnightly waste collections were widely supported by Wiltshire residents, with over 70% of respondents to the consultation voting in favour.

The changes to waste and recycling collections will help the council meet its objectives of reducing the amount of waste sent to landfill to below 25% and encourage a significant improvement in recycling to 50% by 2014.

Wiltshire currently sends 37% of the waste it collects to landfill and recycles 41% of household waste.

Residents in east and west Wiltshire currently receive a fortnightly collection of household waste. From data collected across Wiltshire we know that by moving to a fortnightly collection of waste, residents recycle more. The table below shows the amount of waste recycled at the kerbside per area in 2010/11.

	East	West	South	North
Collections	Fortnightly household waste, fortnightly recycling	Fortnightly household waste, fortnightly recycling	Weekly rubbish, fortnightly recycling,	Weekly rubbish, fortnightly recycling
Additional recycling		Free garden waste	Plastic bottles and cardboard	
Recycling Rate	46%	44%	38%	27%

By reducing waste sent to landfill we are reducing the amount spent on landfill tax, therefore we are able to offer kerbside recycling for more materials and ensure that all residents receive a consistent and improved waste and recycling collection service across Wiltshire.

As well as reducing landfill costs, there should be environmental benefits for Wiltshire as the need for landfill sites is reduced.

What is the new service?

Plastic bottle and cardboard recycling service

During October and November 2011, households in north, west and east Wiltshire received their first fortnightly recycling collection of plastic bottles and cardboard. This is in addition to the existing fortnightly black box collection for recycling paper, cans, glass, foil, clothes and shoes. Residents in south Wiltshire already receive this service.

Wiltshire residents now recycle at the kerbside over 700 tonnes of plastic bottles and cardboard a month.

Non-chargeable garden waste collection service

A non chargeable garden waste collection service will be introduced in March 2012 for all those residents in east, north and south Wiltshire who have requested it. Residents in west Wiltshire already receive this service.

This is an optional service and residents have to sign up to receive a green lidded bin, if they don't already have one. Green lidded bins will start to be delivered during February and March.

Residents in west Wiltshire who currently receive this service and residents in the east, north and south Wiltshire that have a garden waste bin do not need to sign up again.

Any residents wishing to sign up for the second round of bin deliveries in Summer 2012 can do so now online at www.wiltshire.gov.uk or by contacting the council on 0300 456 0102

Fortnightly collections of household waste

Fortnightly collections of household waste will start in north and south Wiltshire in March 2012. This will bring their collections into line with east and west Wiltshire where fortnightly collections are already in place.

All these changes to the waste and recycling collection services are set to be completed in the spring of 2012.

Black box recycling

Black box collections for recycling paper, cans, glass, foil, clothes and shoes will continue, but collection days may change. Residents should check their collection calendars carefully when they receive them through the post.



Dates of new service changes by area

Please note: Collection days may change due to the new services; however any changes will be communicated in writing in advance.

North	Information pack sent to residents	Start of bin deliveries	Start of new service
New fortnightly opt in non-chargeable garden waste collection	Sticker on bins will explain what can be put in the bin	30 January 2012	5 March 2012
Change to fortnightly collection of household waste	30 January 2012	N/A	5 March 2012

South	Information pack sent to residents	Start of Bin delivery	Start of new service
New fortnightly opt in non-chargeable garden waste collection	Sticker on bins will explain what can be placed in the bin	5 March 2012	26 March 2012
Change to fortnightly collection of household waste	5 March 2012	N/A	26 March 2012

East	Information pack sent to residents	Start of Bin delivery	Start of new service
New fortnightly opt in non-chargeable garden waste collection	Sticker on bins will explain what can be placed in the bin	20 February 2012	12 March 2012

Communicating the changes

There will be a comprehensive information campaign before the introduction of fortnightly household bin collections in north and south Wiltshire, to ensure that residents are aware of the changes and when they will be implemented.

Communication channel	Key aim of communication	Timeline
Leaflets		
Your guide to fortnightly household bin collections leaflet	To advise residents about the changes to their refuse services and give collection details	North - from 30 January 2012 South – from 5 March 2012 Delivered together with the collection calendar
Your recycling, garden waste and household waste collection calendar March 2012 – October 2012	To advise residents about the changes to their refuse services and give collection details	North - from 30 January 2012 South – from 5 March 2012 Delivered together with the fortnightly household bin collections leaflet
Garden waste instruction sticker (on green lidded bin lid)	To give a brief guide of what can and cannot be put in the garden waste bin, for those who have applied for the service.	February/March 2012
Events / Road Shows		
Road shows	To engage with residents about the introduction of fortnightly household bin collections and garden waste opt-in service	February 2012 onwards
Events	To engage with residents about the introduction of fortnightly household bin collections and garden waste opt-in service	February 2012 onwards
Talks and presentations	To engage with residents about the introduction of fortnightly household bin collections and garden waste opt-in service	February 2012 onwards
Area boards	To engage with residents and partners about the introduction of fortnightly household bin collections	December 2011 - February 2012
Bin Hangers		
Fortnightly household bin collection hangers	Hangers will be placed on bins to advise people that they have had their last weekly collection.	From February 2012

Advertising		
Radio advertising	An eight week campaign to promote the service changes on Heart and Spire fm.	30 January - March 2012
Newspaper advertising	To reinforce relevant waste messages	February - March 2012
Publications		
Your Wiltshire (Wiltshire Council residents magazine)	To advise on garden waste opt-in and fortnightly household bin collections	January - March 2012
Wiltshire Wildlife Trust magazine	To advise on garden waste opt-in and fortnightly household bin collections	January - March 2012
Wiltshire Wildlife event publication	To advise on road show dates	January - March 2012
Hills Waste Group internal magazine	To advise on garden waste opt-in and fortnightly household bin collections	January
Council Housing Matters publication	To advise on garden waste opt-in and fortnightly household bin collections	January
Electronic Parish newsletter - Wiltshire Council publication	To advise on garden waste opt-in and fortnightly household bin collections	January - March 2012
Parish newsletters - articles	To advise on current messages in the particular area	March 2011 - March 2012
Housing association magazines	To advise on current messages in the particular area	March 2011 - March 2012
Council website	To advise on current messages in the particular area	March 2011 - March 2012
Wiltshire world changers website / recycle for Wiltshire website	To advise on current messages in the particular area	March 2011 - March 2012
Livery of waste and recycling collection vehicles	Generic recycling messages to encourage and reinforce messages	From April 2011
Press/Media		
Press briefings	Keep local press/media up to date and informed about the new service changes	February 2012

Changes to collection days in south Wiltshire

In order to make the rounds more efficient and to harmonise collection days in the south, around 20,000 residents in south Wiltshire will receive a change to their scheduled household waste, black box, plastic bottle and cardboard and garden waste collection days.

All residents will be sent a collection calendar detailing their collection days. However, those residents whose collection days will be changing will also receive a letter informing them of the changes. This will be sent a week before their collection calendar. See below.

Dear Resident,

Re: Changes to scheduled waste and recycling collections

We are writing to you about the household waste, plastic bottle and cardboard, garden waste and black box recycling collection services provided for you by Wiltshire Council.

In March 2012 the council will be introducing a fortnightly collection of household waste to residents in the south of Wiltshire in order to harmonise collection services across the county and to increase our recycling rates from 41% to 50%.

In preparation for these changes, the current collection rounds have been reviewed. This has resulted in changes to the day or week of your **household waste, plastic bottle and cardboard, garden waste and black box recycling collection**. These changes will come into effect in March 2012 when your collection of household waste moves to a fortnightly cycle and your non-charged garden waste service commences if you have signed up for a green lidded bin, or already receive a charged garden waste collection service.

You will receive a new collection calendar during the week commencing 5 March 2012, telling you which day each of your bins will be collected. On this calendar you will note that from late March the day or week that your waste and recycling containers will be collected has changed. Please keep your calendar for future reference.

The time of day that your waste and recycling containers are collected may also change, so please ensure your bins and black boxes are out by 7am on your new collection day.

Details of the new collection dates for all your waste and recycling services will be available on-line from February 2012 at www.wiltshire.gov.uk/collections

We apologise for any inconvenience these changes may cause.

Yours faithfully,

Waste & Recycling Services
Telephone Customer Services: 0300 456 0102
Email: wasteandrecycling@wiltshire.gov.uk

Waste and recycling policies and procedures - summary

Key policies

- All bins and boxes must be put out before 7am on scheduled collection days.
- All waste must be contained in the bin, with no waste left beside of the bin and the bin lid must be closed.
- Residents struggling to fit all their waste in their bin can contact the council for advice and in some cases a bigger bin will be issued.
- An assisted collection service is available for residents who find it difficult to put their household waste, recycling and garden waste at the edge of their property.
- Residents can have up to two black boxes for recycling paper, glass, cans, clothes and shoes.

Containers

It is the council's policy to collect the following

- One wheeled bin (grey lid) for household residual waste. Standard receptacle size 180 litres or one bag where appropriate.
- One wheeled bin (blue lid) for plastic bottles and cardboard. Standard receptacle size 240 litres or bags where appropriate. One additional bin is available on request.
- Up to two kerbside recycling boxes or baskets for other recyclable materials (currently glass bottles and jars, food and drinks cans, aerosols, paper, textiles and foil). Second boxes made available upon request. Additional recyclables will be collected if separately presented in carrier bags (not black sacks).
- One wheeled bin (green lid) for garden waste at no charge, upon request. Standard receptacle size 180 litres. Second bins provided on request, at a charge on a renewable yearly agreement.

Exceptions to standard containers

- Where, in the opinion of the council, the storage space or access to/from the point of collection of the property occupied by a householder is not suitable for wheeled bins the council will:
 - For household residual waste, collect disposable refuse sacks up to a similar capacity if they have a council-issued label attached. An annual allocation of printed labels will be issued by the council.
 - For other recycling and garden waste, provide and collect re-usable bags.

- For houses in multiple occupation, flats, grouped dwellings and sheltered accommodation the council will determine the most suitable means of containment that may include a range of different containers including large capacity wheeled bins for communal use (See further information below).

Container ownership

- The bins and other containers provided will remain the property of the council and must stay with the property.
- Bins previously issued will remain in use until replacement is required due to loss or damage, however caused.
- Wiltshire Council will replace/repair any container that is defective or damaged by the council. Where the council considers that the householder's or occupier's negligence resulted in the damage of the container a charge will be made for the repair or replacement.

Presentation of containers

- Household waste, recyclable materials or garden waste should be placed for collection in the designated containers at the normal point of collection by 7am on the day of collection.
- Waste that is not placed out for collection in the correct container will not be collected.
- Lids of wheeled bins must be closed. If the lid is not closed the bin cannot be safely loaded on to the refuse vehicle and will not be emptied.
- Household waste placed alongside the wheeled bin will not be collected. If this happens appropriate warnings and guidance will be issued. The enforcement team will be asked to investigate if this continues.
- Disposable plastic sacks for household waste must be securely tied and have an approved label as supplied by the council.

Assisted collections

- An assisted collection is a service the council offers to residents who find it difficult to put their household waste, recycling and garden waste at the edge of their property for collection.
- An application form must be completed, signed and returned to the council. All requests will be dealt with on an individual basis.

Additional residual waste containment

- Households must apply for additional residual waste capacity by completing an application form and signing a declaration.
- All applications will be assessed against the criteria set out below:
 - Households which, because of a resident's illness or disability, generate excess waste, such as Category E Clinical Waste, will be provided with additional residual waste capacity on receipt of a signed application form. A waste audit will not be carried out as part of this process.
 - Households with six or more residents may be authorised to have additional residual waste capacity on receipt of a signed and completed form. A waste audit will not be carried out prior to delivery of the larger bin, but retrospective waste audits will be carried out to ensure compliance with signed declarations.

- Households of five with a child or children in nappies may be authorised to have additional residual waste capacity on receipt of a signed and completed form. A waste audit will not be carried out prior to delivery of the larger bin, but retrospective waste audits will be carried out to ensure compliance with signed declarations. The household must commit to returning to a 180 litre bin when the children are out of nappies.
- Households of less than five with children in nappies would have to undergo a waste audit before additional capacity can be authorised.
- In any other cases where a household does not meet the above criteria a waste audit must be undertaken before additional capacity can be authorised. Any waste audit should consider what waste reduction measures are being taken to ensure that the household is taking steps to reduce their total waste.

Garden waste

- Households are entitled to one 180 litre garden waste bin without charge.
- An additional waste bin will be provided on request and on receipt of the annual service charge.
- Requests for more than one additional garden waste bin will be refused. Households requesting extra bins will be informed about waste minimisation, facilities for garden waste at Household Recycling Centres and home composting, including the council's subsidised Green Johanna scheme.

Waste and recycling protocol for flats

Purpose and scope

- The purpose of the flats recycling protocol is to set out the process for collecting recyclable materials from flats and multi-occupancy properties.
- The protocol covers the kerbside collection of dry materials, including plastic bottles and cardboard.
- The protocol will also consider the collection arrangements for residual waste (capacity and storage), but does not include the collection of garden waste or bulky waste.

Process

- This service requirement may be identified by a variety of sources from within the council or by residents and housing managers. Whatever the source of the request or enquiry the steps in Appendix A should be followed.

Flats recycling protocol

1. On receipt of a service request or enquiry, record the following information:

- Address and postcode of property
- Contact details of person making the request
- Contact details of any warden or management committee
- Number of flats in block
- Details of residents – requirements due to medical condition or disability
 - requirements due to age
 - private owner or tenant
 - transient or permanent population
 - languages spoken
 - number of residents
- Details of any existing refuse facilities, including numbers, sizes and types of containers.
- Details of the existing recycling facilities, including numbers, sizes and types of containers.
- Is there an existing communal bin store area? If so, what size? Is it open or covered? Is it locked between collections?
- Do any of the residents already use the black box scheme?



2. Site visit and assessment:

The appropriate officer will arrange a site visit with the owner, Housing Association, management committee or other landlord, together with a contractor representative, where applicable and complete a site assessment form to record the following key points:

- The potential area to place bins/ bin store and how many bins could reasonably be accommodated. **(Standard scheme: 1 x paper, 1 x cans, 1 x green glass, 1 x brown glass and 1 x clear glass ALL 180 litres)**
- The scope for providing bins for plastic bottles and cardboard collections.
- The existing residual waste capacity and, if appropriate, whether the

capacity could be reduced.

- Vehicle access/exit and manoeuvring issues i.e. can standard collection vehicles access the site safely?
- Accessibility for residents (i.e. lighting, proximity to flats, manoeuvrability within the bin store).
- Health and Safety - potential fire hazards/ trip hazards for residents and collection staff. If the bin store is fully enclosed is there sufficient lighting for the collection to safely take place?
- If a bin store is not appropriate consider issuing black boxes or smaller recycling baskets and “no-blow” bags (especially if only a few flats). Also consider the option of collecting the glass mixed as opposed to colour-separated in bins (preference would be for green and brown to be mixed, although all three colours could be mixed if absolutely necessary).
- Take photos of proposed location(s) and vehicle access/exit points.
- Measure size of proposed bin storage area.



3. Confirmation of arrangements:

The officer will send out a letter of agreement to the owner, warden, management committee or other representative providing details of the site visit, the proposed plan and materials to be collected.

The letter will outline how contamination issues will be addressed to ensure that recipients understand how the service will operate. This will also give the opportunity for internal information for residents to be tailored to the service requirements e.g. amending tenancy agreements where appropriate. The letter will also clarify who to contact if any operational issues arise.



4. Arrange for delivery of containers:

This will be co-ordinated by the officer to ensure that the right number and type of containers are delivered in a timely fashion. This will be likely to involve both the collection service, and contractors (i.e. Focsa and Hills Waste Solutions).



5. Produce signs and posters for bin store and communal areas (e.g. notice board). This information should be tailored to the audience in terms of ensuring clear unambiguous messages, and will focus on trying to reduce potential contamination.



6. Produce and distribute leaflets to residents explaining the new recycling scheme – enclose cover letter (and bulky household waste leaflet) and arrange a talk on site to residents about the scheme wherever possible to encourage participation and minimise contamination issues.



7. Site monitoring:

The ongoing performance of the site will be monitored for contamination and fly-tipping. The officer will maintain regular contact with the site representative to discuss how well the scheme is going and to address any issues following implementation.

Contaminated bins will not be collected for recycling to avoid contaminating the existing load. The recycling collection service will request that contaminated bins are emptied as residual waste. If contamination persists and recycling bins require a residual waste collection the recycling service will be withdrawn.

8. Follow up education and promotion if required or requested.

Waste collection for residents who need support

Specialist clinical waste collections

The council offers a free collection to all residents who need to dispose of any clinical waste at home. This includes items such as, sharps (needles and syringes etc), dialysis products, swabs or dressings. We can collect monthly, every other month or only occasionally, as you require.

How should I dispose of sharps?

The safest way to dispose of sharps is to put them into a sharps box, provided by your pharmacy. This will then be collected from you as part of our specialist collection service.

How do I get a sharps box?

You will need to continue getting a prescription from your GP, and arrange for a Sharps Box from your local pharmacist. These one litre boxes allow for the safe disposal of sharps. You should request two boxes to allow for a spare.

What can I put in my sharps box?

All used needles, lancets, syringes or empty insulin cartridges must be disposed of in your sharps box. Disposable pens can be disposed of in domestic waste as long as the needle has been removed and disposed of in your sharps box. Anyone using an insulin pump should dispose of the infusion set which includes the needle into the sharps box.

How do I dispose of other clinical waste?

The council provides a specialist collection service of clinical waste as well as sharps. This can include anything which can cause infection, including dialysis waste, dressings and swabs.

Once registered for this service you will be supplied with yellow bags to collect the waste.

Do I have to register for these specialist collection services?

Yes you need to register with the council to receive this service. You can do this on the phone (Telephone number 0300 456 0102). This only takes a few minutes. To discuss this service and register, please contact us.

Once you have registered to receive a collection you will be sent a list of the clinical waste collection dates.

Support for residents creating low grade clinical waste

Non-hazardous or low grade clinical waste such as incontinence pads and non-infectious dressings do not need to be collected separately and can be placed in your normal household waste bin for disposal.

How do I know what can go in my household waste bin and what needs a separate collection?

Low grade clinical waste that is not hazardous to health can be placed in with normal household waste. Examples of these items are incontinence pads, nappies, disposable bed pans, stoma bags and urine containers. We would advise that these items are wrapped well in newspaper or plastic before placing in your household waste bin.

High grade clinical waste, such a dressings, dialysis products, or sharps require a separate collection as they can be hazardous to health and therefore need to be incinerated.

My household waste bin is collected fortnightly, but my bins are full of low grade clinical waste. What shall I do?

The council can help you if you are struggling to fit all of your waste in your household waste bin due to the amount of low grade clinical waste or non-hazardous medical waste created. This may be due to excess medical waste packaging or incontinence pads for example.

Please contact the council to discuss and arrange for additional household bin capacity e.g. a larger or additional bin.

Is it a health hazard putting low grade clinical waste in my bin, especially as it is only collected on a fortnightly basis?

Low grade clinical waste is not hazardous and therefore is safe to put in your normal household waste bin. Using wheeled bins mean that waste is contained in the bin and as long as the bin lid is closed there should be no problem. There are things you can do to limit odours if you are concerned, for example ensuring your bin is not in direct sunlight, not over filling your bin and ensuring the waste is bagged and securely tied before placing it in your bin.

Assisted collections

What is an assisted collection?

An assisted collection is a service the council offers to residents who find it difficult to put their household waste, recycling and garden waste at the edge of their property for collection.

An assisted collection enables older or disabled residents to have their bags or bins collected from the rear of their property, for example, or wherever is convenient.

However this service is **only** available if there is no one else in the household or a willing neighbour who is capable of putting out the wheeled bin for collection.

Who can have an assisted collection?

Any resident that finds it difficult moving their bins, due to age, disability or illness, is eligible for an assisted collection, as long as there is no-one else in their household capable of moving the bins/bags to the kerbside. To request an assisted collection you will need to complete a simple application form. This will be assessed and we will contact you to discuss your needs and a convenient collection point.

How do I apply for an assisted collection?

If you would like to request an assisted collection you will need to complete a simple application form. This will be assessed and we will contact you to discuss your needs and a convenient collection point.

Alternative household recycling containers

Residents who, due to age, disability or illness, find it difficult to use the standard containers provided by the council, can be provided with alternative recycling containers if required.

Is there an alternative to the black box for recycling paper, glass, cans, foil and clothes?

Yes, residents can use a black basket instead of a box. The basket is smaller than the black box and has a handle which many residents find easier to use. Please contact the council by telephone on 0300 456 0102 to order a basket if required.



Is there an alternative to the bin provided for the plastic bottle and cardboard collection or garden waste collection?

Those residents who cannot manage a wheeled bin can apply to the council to receive re-useable bags for these services instead of having a bin.

- Two blue bags are available for the plastic bottle and cardboard service
- Two green bags are available for the garden waste collection service.

Please contact the council by telephone on 0300 456 0102 for more details or to apply for the bags.

Frequently asked questions

More FAQ's are available at - www.wiltshire.gov.uk/waste

Fortnightly household waste collections

How will I know when my fortnightly household waste collections start?

You will be sent a leaflet and collection calendar showing when each of your waste and recycling containers will be collected before your collections change. You can also check your collection dates online at www.wiltshire.gov.uk.



Residents will also receive notification on their bins of their last scheduled weekly collection.

I don't think I will be able to cope with a fortnightly collection of household waste, what can I do?

Over half of household waste can be recycled or composted. Following the start of your new garden waste and plastic bottle and cardboard collections you can now recycle a large amount of waste at the kerbside. The little remaining waste that cannot be recycled should fit into your bin.

Don't forget you can also recycle waste at one of eleven [household recycling centres](#) across Wiltshire. In addition, every household can have up to two black boxes.

Will the household waste bin smell, attract rats and maggots if it is emptied fortnightly? Is it a health hazard to leave rubbish for so long?

The wheeled bins provide a much more hygienic way of containing waste than loose plastic sacks. As long as waste is bagged and securely tied, and the lid closed on the bin, there should be no problems. We advise that food waste and pet waste is double bagged before putting it into the bin.

Studies have found that vermin rarely get into bins that are kept closed.

Food waste digesters for home treating food and garden waste are available at a subsidised price. Find out more information on the [subsidised food waste digesters](#)

What happens if my household waste bin is missed, I forget to put it out or I am on holiday? Will that mean I won't have a collection for a month?

The council will only be able to return if a bin has been genuinely missed. Some household waste lorries now carry cameras which record whether bins were out at collection time.

If you know that you will be away on collection day, perhaps you could ask a neighbour to put out your bin and take it in after collection.

Garden waste collections

How can I apply for the new non-chargeable garden waste collection?

Residents who do not currently have a garden waste bin will need to apply for the new service.

You can sign up to receive the new non-chargeable garden waste collection service now. You can opt-in online by calling the council on 0300 456 0102 or by completing the opt-in form that will appear in the March edition of Your Wiltshire magazine and sending it back.

If you already receive a collection of garden waste or you have already signed up you do not have to re-apply and you can continue using your service as normal.



When will I get my bin?

If you signed up before the 1 December 2011 you will receive a green lidded bin during February/March, ready to start using the new service this year.

There is still time to sign up to receive a bin in the second phase of delivery, in Summer 2012.

Those residents who already have a bag collection for waste will receive two new reusable bags for the garden waste service when they sign up. Bags will not be available for any other residents.

What do I need to do if I already receive a collection of garden waste?

If you currently receive a collection of garden waste, whether it is charged or non-charged you will not have to sign up and you can carry on using your bin as normal.

How do I know when my garden waste collection starts?

Garden waste bins will start to be delivered from February 2012.

You will be sent a collection calendar before your garden waste collections start. You can also [check your collection calendar online](#) at www.wiltshire.gov.uk.

If you sign up before spring 2012 you will receive your new bin in summer 2012.

What happens to the garden waste when it is collected?

The garden waste collected in Wiltshire is composted at Calne over several weeks. The final compost is available to buy at Wiltshire's [household recycling centres](#).

Does the council still provide subsidised compost bins?

The council will continue to subsidise food waste digesters, giving residents with gardens the opportunity to deal with their food waste and garden waste at home.

More information on subsidised food waste digesters is available at the Wiltshire council website.

Plastic bottles and cardboard recycling collections (blue lidded bins or bags)

I have been delivered a bin but do not want it. What do I do?

We would ask residents to try using their new bin. If residents do not want to keep their bin and are happy recycling by other means then please contact the council to arrange for the collection of the bin.

Please note however that recycling your plastic bottles and cardboard will reduce your waste and may help with fortnightly household waste collections.



Why are you only going to collect plastic bottles?

Plastic bottles are made of good quality plastics. There is a stable market for these plastic types. Other plastic types cause problems when the plastic bottles are recycled. Many councils therefore restrict their collections to "plastic bottles only" as this ensures the highest quality of material is collected - if there are too many other types of plastics in the bin the whole truck full may be sent to landfill.

However, as more UK recycling infrastructure comes online in the future it may be possible for us to collect a wider range of plastics for recycling. With a countywide plastic bottle-only collection already in place, it would be fairly easy to increase the range of plastics if the opportunity arises. But we need to be sure that this will be possible over a long period, to avoid confusing residents with changing messages.

How can I recycle other types of plastics?

Only plastic bottles can be collected at the kerbside.

Residents wishing to recycle other plastic packaging marked 1,2 or 3 (see below) can do so at any of Wiltshire's household recycling centres.



What if I put the wrong materials in my blue lidded bin?

The collection crews will check for any wrong materials placed in your bin. If you put wrong materials in your bin by mistake, your bin will be left along with a note explaining why it cannot be collected. If lots of the wrong materials are collected it may cause the whole lorry load of recycling to be sent to landfill.

Can I recycle tetrapaks or waxed cartons in with the cardboard collections?

No, because these containers contain other material such as plastic and aluminium. However, there are tetrapaks collection points at our household recycling centres.

Can I recycle shredded paper in the plastic bottles and cardboard bin?

Yes, you can. Shredded paper can be recycled in your plastic bottles and cardboard bin as it will be contained within the bin. Shredded paper must not be put into your black box as it may cause a potential litter problem.

If you have been issued with sacks for your Plastic Bottles and Cardboard collections, shredded paper can also be put into your sacks. However we suggest that you place the shredded paper into an empty box such as a cereal box so that the shredded paper is contained.

What happens to the plastic bottles and cardboard once they have been collected?

The plastic bottles and cardboard will be sent to Calne where they will be mechanically separated from each other. The plastic bottles and cardboard are then bulked separately and sent to reprocessing plants to be recycled and made into other products.

Black box recycling collections

Can I have two black recycling boxes?

All residents can have up to two black boxes for recycling their paper, glass, cans and textiles. You can request an extra box online or by calling the council on 0300 4560 102.

If I can't fit all my recycling in my black box, can I put out additional bags?

Yes you can put out extra recycling for collection. Please separate the recycling into carrier bags then put the open carrier bags next to your bin for collection. Recycling in black bags won't be collected. You can also have a second black recycling box delivered if needed.



What happens to the black box recycling once it has been collected?

All the materials collected are taken to a materials recycling facility in Calne where they are baled or 'bulked-up' and transported to reprocessing sites for recycling. The materials are then transformed into new products.

Performance

Overall Recycling

Overall in Wiltshire we recycle 41.1% of waste. With the additional services in place and the move to fortnightly collections we hope this will rise to 50%

Recycling and composting tonnage per area

Area		2009/10	2010/11	2011/12 Year to date
East	Composting	19.10%	21.40%	29.25%
	Recycling	25%	25.30%	25.90%
	Total	44%	46.70%	55.10%
North	Composting	10.30%	10.30%	10.75%
	Recycling	17.40%	16.30%	13.05%
	Total	27.70%	26.60%	23.80%
South	Composting	8.20%	9.40%	10.15%
	Recycling	27.10%	28.10%	28.20%
	Total	35.30%	37.50%	38.35%
West	Composting	24.70%	25.80%	35.50%
	Recycling	18.30%	18.10%	16.15%
	Total	42.90%	43.90%	51.65%
HRCs	Composting	23.70%	23.0%	27.95%
	Recycling	31.70%	30.9%	43.20%
	Total	55.40%	53.90%	71.20%
Wiltshire	Composting	16.90%	17.6%	21.60%
	Recycling	23.50%	23.5%	22.40%
	Total	40.50%	41.10%	44.00%

Plastic bottle and cardboard

In Wiltshire we now recycle over 700 tonnes of plastic bottles and cardboard per month.

Since new collections have started in the north, east and west we have collected on average over 46 tonnes per area per week.

Waste sent to landfill

Currently we send around 37% of waste to landfill. Our target with the new services is to reduce that to 25% by 2014.

	2007/08	2008/09	2009/10	2010/11	2011/12 Year to Date	2014 Target *
Percentage	61.5%	56.4%	47.21%	37.47%	37.40%	25%

Contact details

If you would like any further information about the new waste and recycling collection service or have any questions please contact us:

Telephone:

0300 456 0102

Email:

wasteandrecycling@wiltshire.gov.uk

communications@wiltshire.gov.uk

Website:

www.wiltshire.gov.uk/waste