

Briefing note

Waste strategy update

Weekly recycling

The introduction of weekly recycling in June has gone well and recycling tonnages are starting to increase. We have collected an additional 1,322 tonnes of recycling which is a 14 per cent increase, including an extra 660 tonnes of cardboard, an extra 370 tonnes of food waste and an extra 352 tonnes made up of plastics, cans and textiles. The introduction of weekly recycling will add about 4% to our annual recycling rate and we expect to get close to 55% for 2017-18.



Residents can choose to use bags or boxes or both but we are asking residents to still group their recycling in the containers to help collection crews to separate items into different compartments on the vehicles.

- Plastics and metal cans, aerosols and foil should now be put together as they are separated mechanically at a recycling facility.
- Large pieces of cardboard and cardboard boxes should be flattened and cut down in size if they are larger than the green recycling box.
- We no longer collect car batteries or engine oil at the kerbside.

Further information on recycling can be found on our website

<http://www.southglos.gov.uk/environment-and-planning/recycling-rubbish-and-waste/household-waste-rubbish-collections/waste-and-recycling-collections-from-houses/>

Smaller black bins

We have seen a very small drop in residual waste of 1% and so the focus is now on the roll out of the smaller bins.

Production started in November 2017 and 40,000 bins have been delivered and are currently stored at a council depot.



The new smaller bins all have the same consistent printing and feature a white box on the front for residents to write house name or number.



The roll out to households will start next Monday, 15 January 2018. The scale of the task to replace the bins will not happen overnight and is expected to take 12 weeks.

Residents will continue to have their bins and recycling collected on their usual collection days. This won't change. We are using an experienced bin exchange and delivery company called JETT to undertake the exchange.

The bin exchange will happen by round/collection route, with two routes being completed each day. It is a four-step process:

1. The old bins will be emptied as normal by a Suez RCV crew.
2. A JETT de-wheeling crew will immediately follow behind the RCV, knocking the wheels off the old bins and stacking them.

3. A JETT bin collection crew will follow with a box van and collect the stacks of bins. These crews will be making return trips to drop off collected bins and so will separate from the main RCV. This means you may see a stack of uncollected bins on the side of the road waiting to be collected.
4. A JETT bin delivery crew will start at the opposite end of the round delivering new bins.

One week after the bin has been changed, the waste management team will follow the route, door knocking any household that appears to be struggling to manage their waste. The following week, on the first collection day of the smaller bin, the waste management team will again follow the route, door knocking any struggling households and also clearing any significant issues on the kerbside.

The old bins will be collected and stored at a depot. The wheels and axles will be removed. The main body and lid will be shredded into pellets and recycled into new bins and boxes. The axles from the wheels will be separated for recycling. The black wheels will be shredded and recyclable elements separated out. Anything that cannot be recycled will be sent to recovery and used to create energy. The average weight of the old 240 litre bin is 13kg, which will mean around 1,378 tonnes of plastic will be recycled into new bins and other hard plastic containers; enough to fill 69 articulated lorries.

New RCV's

As the new bins are rolled out, you may also notice new RCV's in area.



Extra capacity

Over the past 12 months we have been reviewing extra black bin capacity and now have 598 approved households who have extra capacity. As part of this work we have removed over 3,000 unauthorised second bins from households.

All households with approved extra capacity have been sent new pink approved stickers. Any bin with a pink sticker will **not** be changed to a smaller one.

We have also started a proactive campaign to identify households who have extra needs and manage with the current 240 but will not cope with the smaller 140 bin.

Households that struggle with a smaller bin will be able to apply for extra capacity. Each request will be considered on a case by case basis and household will need to demonstrate that they are recycling everything they can including food waste before extra capacity will be provided.

Nappies

The roll out of the nappy sacks has gone well with 3,768 families signed up to the service. Very few issues have been reported.

The reusable nappy packs have also gone well, 85 have been sold and interest continues.

Communication

Communication will continue over the next 12 months to promote the service and encourage behavioural change. The following activities are planned:

- Press release about the bin exchange.
- Information pack delivered with each new bin with information on extra capacity, nappies, how to recycle more and top tips for managing your waste.
- Roadshows will take place in the areas as the new bins are rolled out.
- Website will be updated and social media will be used to promote top tips.
- Case study families will be used to promote behavioural change.
- Promotional push on recycling plastic.
- Additional temporary staff will be available to support customer contact centre.

Calendars

The new collection calendars were distributed during December 2017. Anyone who hasn't received a calendar and wants one, should contact us via email at waste.management@southglos.gov.uk or ring 01454 868000 and we will post one out.

Christmas collections

We are sorry for any disruption caused over the Christmas period. We do not collect on Christmas Day, Boxing Day or New Year Day and so collections are a couple of days later in the immediate weeks following Christmas. This year we also had some additional delays due to bad weather and the volume of material being collected. Our recycling vehicles had to return to the transfer station for a third tip each day that meant we couldn't always complete all the day's work. Suez are now back on track and normal collection days resume from next week, 15 January 2018.

Sort It recycling centres

The Sort It recycling centres accept household waste and are open seven days a week from 8.30am – 4.30pm. Non-recyclable household waste can be accepted at all of the Sort It recycling centres. Black bag waste needs to be opened for site staff to check for any recyclable items. If bags contain recyclable items, you will be asked to remove them before the bag can be disposed of. If bags do not contain recyclable items, they still need to be opened and checked by site staff.

Plastic

You may have seen in the press information about China and its import ban. China used to import 500,000 tonnes a plastic a year but from 1 January 2018 has imposed a ban on waste imports to raise standards in its industries. The ban imposed by China has been known about for a few months and the industry has been gearing up this for the change.

Our collection regime of kerbside sorted material and the onward processing at the Material Resource Facility (MRF) into different plastic streams ensures our plastic is of a high quality which will help ensure the material is still desirable to the market.

SUEZ are responsible for the onward processing and have secured outlets with customers in UK, Europe and further afield, and so we are not expecting any significant issues with our material. Any price variations are also the risk of SUEZ and we do not expect any financial impact.

We are reviewing our communication plans for the year and were planning a minimisation campaign for plastic focused on reducing plastic use, especially disposable items. We will now extend this to include wash and squash and contamination messages to protect the quality of the material that we collect and process.

Longer term the move by China is likely to stimulate more localised opportunities and support the development of a circular economy.

Getting help

As with any waste service change we are expecting an increase in customer contact and you may well receive additional enquiries. There is a lot of information on the website and the best way to raise issues is using the on-line webforms. Some helpful links are below:

- To find out about the waste strategy
<http://www.southglos.gov.uk/environment-and-planning/recycling-rubbish-and-waste/waste-strategy/>
- Frequently Asked Questions about the bin exchange
<http://www.southglos.gov.uk//documents/FAQs-Jan-2018-1.pdf>
- To request additional recycling containers
<http://www.southglos.gov.uk/environment-and-planning/recycling-rubbish-and-waste/report-an-issue/request-a-bin-box-or-bag/>
- To report a missed collection <http://www.southglos.gov.uk/environment-and-planning/recycling-rubbish-and-waste/report-an-issue/>
- To check a collection date - <http://www.southglos.gov.uk/environment-and-planning/recycling-rubbish-and-waste/check-your-collection-date/>
- To find out about extra waste services -
<http://www.southglos.gov.uk/environment-and-planning/recycling-rubbish-and-waste/special-circumstances/>

If you need to escalate an issue then you can contact the waste team by emailing waste.management@southglos.gov.uk. Please use this email when an issue is not being resolved by the normal route.

If you have an urgent issue or cannot find a resolution any other way then you can also contact Kristy Spindler (Waste Manager) or Andrew Gore (Operations Lead) directly. We will however be extremely busy during this period so do ask that you only contact us when issues have not been resolved by the normal channels.

Contact information

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