

Wiltshire Council Information Item

Subject:	Changes to Kerbside Recycling Collections
Web contact:	www.wiltshire.gov.uk/rubbish-and-recycling

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.

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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.

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