New Waste & Recycling Service FAQ’s

Waste and Recycling Service proposal

Why is the council changing its service?

Currently householders across the county have different waste and recycling collections. This is unfair and residents have already indicated to us that they think the service should be harmonised. Bringing all the different collection arrangements into one will be allow us to reduce disposal costs by cutting the amount we send to landfill and saving on landfill taxes (these stand at £48 per tonne and will increase each year to reach £80 per tonne by 2014). These savings will enable us 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 cost savings, there should be environmental benefits in Wiltshire as the need for landfill sites is reduced. Also landfill gas is a powerful contributor to global warming and many countries are seeking to reduce their use of landfill sites.

How will the new service affect me?

If you are already a recycler you will just have a few adjustments to make. You should find recycling easier, as more materials will be collected from the kerb outside your house. You will have to make space for a plastic and card bin and a garden waste bin if you opt into that service.

If you live in north or south Wiltshire, your non-recycled waste will be collected every two weeks, instead of every week as now. However, wherever you live you will benefit from increased opportunities to recycle at home.

If you don’t like recycling, but don’t produce much waste, you won’t be affected. But the Council and many neighbours would like you to make best use of the service, to help the environment and keep costs down.

If you have assisted collections now, see the separate reply on this.

The new service sounds great, where’s the catch?

If you live in north or south Wiltshire you may regard the move from a weekly to a two-weekly waste collection as a “catch”. But householders in east and west Wiltshire have shown that this can be managed by nearly every family, if they make good use of the recycling services. Everyone, wherever they live will get an improved recycling service at kerbside.
This new service is expensive I thought the council was supposed to be saving money?

The new service will cost more than the current services in the short term. However the Council is making savings from the recent local government re-organisation and has promised to use these to avoid increasing council tax for waste services.

In the longer term, the Council will save more and more each year as higher recycling and other council projects greatly reduce waste sent to landfill, avoiding the increasing burden of landfill tax and other penalties.

Do I have to use the new service, can I opt-out?

It will be your choice as to how much use you make of the services. The garden waste service will be an optional service, so you can choose not to use it if you don’t have a garden or you are keen to compost all your garden waste.

If you don’t like recycling, but don’t produce much waste, you won’t be affected. But the Council and many neighbours would like you to make best use of the service, to help the environment and keep costs down. If you can recycle even your newspapers then you will be doing something to help.

If you are concerned about using the bins and boxes, you will still be able to apply for assisted collections. If you find the black recycling box too heavy, then we can supply smaller baskets.

What are the timescales for implementing the new service?

A cabinet decision is planned for October 2010. If the proposal is approved we will implement these changes as soon as is practicable, bearing in mind the lead-in times for procuring new equipment and material handling facilities.

How will I know when the new service starts?

There will be a comprehensive information campaign well before any new services start, to ensure that residents are aware of the changes and when they may be implemented. This will involve as many information channels as possible including schools, community groups, parish councils and, of course, householders. Leaflets, newspaper articles, road shows, our own “Your Wiltshire” magazine and much more will be used to get the message to you.

When the new service starts help will be provided via an expanding list of Frequently Asked Questions on this website and other sources, as well as over the telephone by trained Wiltshire Council staff. There will also be opportunities to talk to staff face to face if residents need more advice.

How will the new service be delivered? I need to know this information before commenting on the consultation.

Collection services will be carried out by the Council’s current in-house staff and contractors. Contractors may change as their contract periods come to an end,
depending on council decision about what services should be offered for tender and which contractor makes the best bid.

**Why is food waste collection not an option?**

The separate collection of food waste is not currently being considered due to a number of reasons relating to the mix of technologies required and capacity issues.

Currently, there are no local anaerobic digestion plants (this is the technology that is generally favoured for dealing with food waste). Also, this process produces a large tonnage of “digestate”, which then has to be turned into a marketable product.

Also, food waste has to be collected separately, to ensure that it is uncontaminated and suitable for processing. This is easy if the waste comes from a food factory, but much less so if it has to be collected from almost 200,000 households. A weekly collection of food waste would be very expensive.

The council's contract to send some non-recycled waste to the Lakeside incinerator and another project to build a waste to fuel plant at Westbury mean that much of our food waste will be diverted from landfill anyway, as part of non recycled waste sent to these schemes.

However this will be kept under review and may be considered in the future.

Finally, many residents can deal with food waste at home if they wish to. Food waste digesters will continue to be made available at subsidised rates giving residents with gardens the opportunity to deal with their food waste at home if they choose to. Certain types of digester can also produce good quality compost thereby creating a valuable resource for keen gardeners.

For more information on the subsidised food waste digesters, [click here](#).

**What happens if residents say no to the proposal?**

The council believes that the increased services that the proposal offers will be well received by many residents. The proposed service offers the best elements of the various services currently operating in Wiltshire. We receive regular requests from residents for a kerbside collection of plastic bottles and cardboard in particular. We also feel that residents will recognise the significant cost implications to them as council tax payers if we fail to reduce the cost of waste disposal by allowing them to recycle more.

However, if residents do not agree with the proposal, the council will consider the responses and carry out more research on opinions and preferences.

**If I take part in the consultation, will my opinion really count?**

All comments and contributions to the waste and recycling consultation that are received before 20 August 2010 will be included in the Council’s analysis of the consultation.
In the autumn the Council will consider a report on the consultation and decide what service changes to make.

I have heard some council’s are rewarding residents for their recycling, will this happen in Wiltshire?

A reward scheme is being tested in a fairly small part of the Borough of Windsor and Maidenhead. The Council will consider the results of this and any government advice. Up to now, the Council has taken the view that it should keep services as simple as possible, to minimise administrative costs. Any reward or penalty scheme tends to require everyone’s waste or recycling to be weighed, which is costly and can lead to disputes. The Council’s approach is to offer incentives in ways which also keep down the costs of services and council tax, for example the proposed no extra charge garden waste collection and the subsidised opportunity to use garden food waste digesters and composters.

For information on home composting and food waste digesters, including an offer to Wiltshire residents, visit www.recycleforwiltshire.com or telephone the Council helpline 0300 456 0102.

I have heard that we might be charged for the refuse we throw away, will this happen in Wiltshire?

The previous government was interested in penalty schemes and some trials were carried out by councils elsewhere. The current government appears to be much more interested in encouraging people to recycle, rather than penalty systems.

What about the Council’s carbon footprint, won’t the new collections mean extra vehicles?

This proposal will mean additional vehicles will be needed in order to deliver the service; therefore this will have an impact on the council’s carbon footprint. However the proposal will mean that we recycle more and landfill less waste, allowing us to reduce our environmental impact on the county. Landfill gas (methane) is a very powerful contributor to global warming. Scientists calculate that its effect is more than 20 times as great as the carbon dioxide (CO2) produced by road traffic. Government guidance indicates that recycling is normally a better solution than sending material to landfill.

How much will the new waste collection and recycling service cost? Will it mean a rise in council tax?

We calculate that the new service will cost about £27 million per year by 2014/15. The forecast cost for the current services in that year is almost the same (£26.9 million).

The new service will cost more than the current services during the start up period. However the Council is making savings from the recent local government re-organisation and will use these to avoid increasing council tax for waste services.
In the longer term, the Council will save more and more each year as higher recycling and other council projects greatly reduce waste sent to landfill, avoiding the increasing burden of landfill tax and other penalties.

**How much of our council tax is currently spent on waste services, will this rise because of the new service?**

During 2009/10 the cost of waste collections per household was as follows:-

<table>
<thead>
<tr>
<th>Authority</th>
<th>Cost (£)</th>
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<tbody>
<tr>
<td>East Wiltshire</td>
<td>£31</td>
</tr>
<tr>
<td>North Wiltshire</td>
<td>£50</td>
</tr>
<tr>
<td>South Wiltshire</td>
<td>£69</td>
</tr>
<tr>
<td>West Wiltshire</td>
<td>£48.50</td>
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</tbody>
</table>

The cost of waste disposal (sending waste to be recycled, composted, for energy from waste production or to landfill) was an additional £64 per household.

In total the Council spent about £25 million on waste services during 2009/10.

The new service will cost more than the current services during the start up period. However the Council is making savings from the recent local government re-organisation and will use these to avoid increasing council tax for waste services.

In the longer term, the Council will save more and more each year as higher recycling and other council projects greatly reduce waste sent to landfill, avoiding the increasing burden of landfill tax and other penalties.

Last year we sent about 115,000 tonnes of waste to landfill, just under half the total collected (47%). Our recycling and diversion projects have enabled us to achieve major reductions already (we landfilled 66% in 2005/06). This new proposal and other projects should enable us to landfill less than 25% by 2014.

**If we don’t meet the targets for recycling and waste, who will pay the fines?**

Everyone. The Council already pays landfill tax at £48 for every tonne sent to landfill. This adds to Council Tax which is paid by householders. Last year, when Landfill Tax was £40 per tonne, we spent over £4 million on this tax. Under another government policy, if the Council exceeds its allowance for landfilling “biodegradable” wastes (that is, wastes which rot down quickly, such as garden waste, food, paper and card) it has to buy extra allowances or pay a fine of £150 per tonne. We exceeded our allowance yet, but higher recycling would help us to meet tougher targets set for the future. This is well worth doing, because penalties for landfill will increase. For example, Landfill Tax is set to rise from £48 in 2010/11 to £80 in 2014/15.

**Why do all local authorities have different waste and recycling services?**

Each waste collection authority (district or unitary council) can choose its services. Whilst all authorities have been strongly encouraged to recycle more, some are more ambitious than others. Also some authorities in remote locations face particular problems.
There are so many factors to be taken into account that it is not possible to identify a single, perfect waste collection service. However, many of the areas with high recycling rates have an alternating weekly collection, as used in the parts of Wiltshire where recycling rates are highest. Also many have a fortnightly kerbside collection of recyclates and garden waste.

How will I know when my bins will be collected? Will I get a collection calendar delivered with the new bins?

Yes. As the start date for a new service approaches, the council will consult with residents about the details of the service. Then the council will use many different methods of sending out information about the timetable for new services.

Will my existing collection days change?

They may need to. One of the consequences of the new services will be that the number of properties that can normally be served in a day may change.

As the start date for a new service approaches, the council will consult with residents about the details of the service. Then the council will use many different methods of sending out information about the timetable for new services.

Will my collection day change due to bank holidays and Christmas?

This level of detail has yet to be finalised. The outcome of the consultation will help to inform council members in making these decisions.

Residents will be kept informed of decisions made through these web pages, local press, leaflets and community area boards.

Will all the rules about refuse and recycling collections be the same across the county?

Currently householders across the county have different waste and recycling collections and policies. This is unfair and residents have already indicated to us that they think the service should be harmonised. Therefore the rules about the services will be harmonised across the county. Residents will be kept updated on any changes to policies when they have been approved by council members.

I currently receive an assisted collection, how will the new arrangements affect me?

The council operates an assisted collection service for residents who have difficulty moving their waste. Residents who are registered for this service will continue to receive it if they still require it. Any residents who are having difficulties moving the new bins should contact us and we will send an officer to visit and establish whether an assisted collection is appropriate.

The Council’s contractor, Hills Waste, also offers assisted collections for the kerbside black box recycling collections in north, south and west Wiltshire. An alternative to the box – a smaller basket – is also offered to make it easier to get waste to the kerbside.
Will the changes mean there will be more jobs available in the waste service?

Probably for some types of job, because there will be more collections. However, the details have yet to be finalised.

Refuse Collections

Why will I be getting a fortnightly collection of refuse?

The council is changing to a fortnightly refuse collection scheme to increase the amount of recycling and composting and to reduce the amount of waste going to landfill. Fortnightly refuse collections are currently operated in east and west Wiltshire. In these areas we have seen a rise in the amount of waste residents recycle and a reduction in waste collected for landfill.

Recycling rates in 2009/10

<table>
<thead>
<tr>
<th></th>
<th>East</th>
<th>West</th>
<th>North</th>
<th>South</th>
</tr>
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<tbody>
<tr>
<td>Alternate weekly</td>
<td>yes</td>
<td>yes</td>
<td>no</td>
<td>no</td>
</tr>
<tr>
<td>collection</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local recycling rate</td>
<td>44%</td>
<td>42.9%</td>
<td>27.7%</td>
<td>35.3%</td>
</tr>
<tr>
<td>Kerbside recycling</td>
<td>Black box</td>
<td>Black box</td>
<td>Black box</td>
<td>Black box plus plastic bottles and card</td>
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<td></td>
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Doesn’t the council have to pick up my waste every week?

Many local authorities in the UK already collect household residual waste (i.e. what is left after recycling) ever other week, and two areas of Wiltshire (east and west) also have fortnightly waste collections. The new service continues to provide a weekly collection, but different types of waste will be collected each week.

Do I get a rebate in my council tax as the council is only collecting my refuse once every two weeks?

The council will not be issuing any rebates in council tax due to the changes in waste and recycling services.

The council currently collects refuse on a fortnightly basis from residents in east and west Wiltshire. The cost savings achieved through collecting refuse on a fortnightly basis will be used to provide additional kerbside recycling collections.

However, in the longer term, every resident of Wiltshire will benefit from the cost savings that will be achieved by increased recycling and less landfilling.
Will the refuse wheeled bin smell 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 should be double bagged before putting it into the bin.

Won’t my bin smell and attract rats and other vermin after two weeks?

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 should be double bagged before putting it into the bin, and the lid is firmly shut.

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

Maggots can only develop on food waste, if flies have been able to lay their eggs on the food. This can happen in the kitchen if food is not covered or kept in the fridge. If flies lay eggs, these can hatch within a few days. So, even a weekly collection may be infested if precautions are not taken.

Food waste digesters will continue to be made available at subsidised rates giving residents with gardens the opportunity to deal with their food waste at home if they choose to. Certain types of digester can also produce a good quality compost thereby creating a valuable resource for keen gardeners.

I don’t think I will be able to cope with a fortnightly collection of refuse, what can I do?

We will only collect waste contained in the bin. Over half of household waste can be recycled or composted. The kerbside recycling collections for the two bulkiest and common items in household waste will allow residents to manage their waste, as with garden waste collections. All other easily separated items e.g. glass, paper, cans can be recycled either in the black box or at the nearest Household Recycling Centre. Therefore, there should be sufficient space in waste bins for two weeks worth of non-recyclable material. In addition, every household can have up to 2 black boxes.

I have a large family; can I have larger/ additional bins so I can cope with a fortnightly refuse collection?

This is one of a number of similar important details of the proposed service for which information is still being compiled. Once the Council has decided the services to be offered, following this consultation, Members will be asked to take decisions on a large number of “service standards and policies”, which will then be made known to residents. This will happen in plenty of time for eligible people to apply for special services.

What happens if I put excess waste in sacks next to the bin?
All areas in Wiltshire already use wheeled bins to collect waste, and in most of these areas neither ‘side waste’ nor wheeled bins with their lids not fully closed will be collected. This policy encourages people to increase the amount of waste recycled and to minimise the amount of waste produced in the first place. If all recyclable items are removed from the waste, the bin should be big enough to contain all the non-recyclable waste produced by the average household over 14 days.

Households that continue to have difficulty getting all of their non-recyclable waste into their bin will be offered further advice by officers to help them deal with the issue. In certain circumstances, larger bins may be made available.

However, experience indicates that most households that report difficulties are not recycling a lot of their recyclable waste.

**What happens if someone else puts refuse in my bin?**

Provided that the bin lid is closed and waste is not left beside the bin, collection will take place as normal.

In many cases residents can avoid this by keeping their bin on their property and not putting it at the kerbside too early.

**What happens if my waste bin gets full before collection day?**

We will only collect waste contained in the bin. Over half of household waste can be recycled or composted. The kerbside recycling collections for the two bulkiest and common items in household waste will allow residents to manage their waste, as will garden waste collections. All other easily separated items e.g. glass, paper, cans can be recycled either in the black box or at the nearest Household Recycling Centre. Therefore, there should be sufficient space in waste bins for two weeks worth of non-recyclable material. In addition, every household can have up to 2 black boxes.

**What happens if my refuse bin is missed, I forget to put it out or am on holiday? That will 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 refuse 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. You may be able to return the favour later.

**If the council is only going to be collecting refuse on a fortnightly basis, won’t that encourage flytipping?**

There is no evidence of there being more flytipping in east and west Wiltshire since the service was introduced there. Unfortunately some people do fly tip whatever services are offered.
If someone really has a “one off” problem (for example after a house move, a holiday or a party) they are entitled to take excess waste to a household recycling centre.

Fly-tipping is illegal. If you see an incident and want to report it, you can ring the fly tipping hotline (Environment Agency) 0800 80 70 60.

**Garden Waste Collections**

Why will the garden waste collection be an “optional” service? Why will I have to apply?

Whilst almost everyone has some non-recycled waste and some recyclates such as plastic bottles, cardboard, paper, tins and glass, many residents may not need a garden waste collection.

For them it would be unnecessary to have a garden waste bin. For the Council, it would be an unnecessary expense to provide a bin.

Some residents do not have gardens.

Others may have a small garden and may prefer to use the space available for other bins and recycling.

If residents who do not apply for the service have a surplus of garden waste from time to time, they will still be able to take this to any of Wiltshire’s 10 household recycling centres *.

Many residents are keen gardeners and produce lots of lawn clippings and plant material, but are also keen to compost this in their garden. Home composting is very popular in Wiltshire and has a number of advantages. For residents, the compost is very useful as a soil improver or a “mulch” to retain moisture and keep weeds under control.

For both the residents and the Council, home composting is a great way to reduce waste and its impact on the environment. Home composting also helps keep costs down **.

Some residents have combined home composting with food waste treatment, using a food waste digester **.

For these reasons, the Council is proposing that the garden waste collection will be provided to all residents on application. Those residents of west Wiltshire who already receive a no extra charge garden waste collection do not have to apply. Residents in other areas, including those who currently receive a charged collection, will need to apply for the new service.
When the start date for the new service is fixed, there will be lots of advance notice to residents in all areas. Residents who do not apply when the service starts will be able to apply at a later date, should they wish to. This will apply to people who move house.

* For information on our household recycling centres, visit www.recycleforwiltshire.com or telephone the Council helpline 0300 456 0102.

** For more information on home composting and food waste digesters, including an offer to Wiltshire residents, visit www.recycleforwiltshire.com or telephone the Council helpline 0300 456 0102. The Wiltshire Wildlife Trust provides information and support to residents who want to start home composting or food waste digestion, or have hit a problem.

Why are you collecting green waste when people can compost at home?

The garden waste service is optional, so many residents with gardens may not take part, if they are keen to home compost their garden waste.

The no charge service is also likely to be limited to one bin per household.

These measures are proposed to encourage the strong local tradition of home composting.

In west Wiltshire, residents have received a collection of garden waste at no extra charge for many years. This contributes almost 60% of the recycling rate achieved in that area. Residents will be able to continue to compost their green waste at home if they choose to do so, and the Household Recycling Centres will also continue to accept it. However, a countywide collection of garden waste is estimated to divert a further 12,000 tonnes of bio-degradable waste out of landfill. This is exactly the type of waste that, when landfilled, produces methane when it decomposes. Methane is at least 20 times more polluting than CO2.

What happens to the garden waste when it is collected?

The garden waste collected in Wiltshire to taken to a specialised composting facility in Calne, where the garden waste is composted in wind – rows.

The compost created is produced to the national standard of PAS100, and therefore can be sold at Wiltshire’s Household Recycling Centre’s.

The council has produced numerous videos on what happens to the waste and recycling collected in Wiltshire. One of the videos focuses on garden waste and the composting process. Click here to view the video.

How many garden waste bins will we be entitled to? Can I buy a second bin?

This is one of a number of similar important details of the proposed service for which information is still being compiled. However, in this case the Council is likely to limit the
no charge service to one bin per household. Residents who want more than one bin would therefore be charged for the additional bins.

The reason for this is that many residents have space in their gardens for home composting. Home composting is very popular in Wiltshire and has a number of advantages. For residents, the compost is very useful as a soil improver or a “mulch” to retain moisture and keep weeds under control.

For both the residents and the Council, home composting is a great way to reduce waste and its impact on the environment. Home composting also helps keep costs down. Therefore the Council does not want to discourage home composting by offering unlimited collection of garden waste.

Once the Council has decided the services to be offered, following this consultation, Members will be asked to take decisions on a large number of “service standards and policies”, which will then be made known to residents. This will happen in plenty of time for eligible people to apply for special services.

I live in a flat and don’t have a garden, why should I pay for a garden waste collection?

One way in which the Council is keeping down costs of waste collection is by offering simple, uniform services with a low administration need. Everyone, including flat dwellers, will benefit from the low overall cost of the service and the reduced tonnage of waste sent to landfill.

The garden waste service is opt-in, so many residents with gardens may also not take part, if they are keen to home compost their garden waste.

The position is similar for other council services. For example, all residents pay council tax to support schools, including those without children of school age or who choose to send their children to private schools. Some council tax payments are made to support the common good.

Will I get a rebate if I have already paid for my garden waste collection in the east, north or south when the new service is implemented?

We will do our best to roll out the non-charged service at a time which will minimise the need to issue rebates. However, we’d work to issue rebates when required.

Does the council still provide subsidised compost bins?

Unfortunately, the council does not currently subsidise compost bins.

However food waste digesters will continue to made available at subsidised rates giving residents with gardens the opportunity to deal with their food waste and garden waste at home if they choose to. Certain types of digester can also produce a good quality compost thereby creating a valuable resource for keen gardeners.

For more information on the subsidised food waste digesters, click here.
Recycling Collections

Why are you only going to collect plastic bottles?

There are about 7 main different types of plastic. Plastic bottles are normally made of types 1 (PET), 2 (HDPE) or 3 (PVC). At the moment, there is a stable market for these plastic types. However, other plastic types cause problems for many reprocessors. 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 “contaminants” entire loads can be rejected by re-processors and 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 relatively simple for us to increase the range of plastics if the opportunity arises.

How do I know what plastics can be recycled at the kerbside?

By just including plastic bottles you will ensure that little or no contamination of the collection takes place.

How can I recycle other types of plastics?

The council is not currently able to offer facilities for recycling other types of plastic. However we are aware of strong interest from residents. Recently the contractors trialled a collection of “dense plastics” (mainly type 5 polypropylene) at our household recycling centre’s. This had to be discontinued, after the re-processor ceased to trade. Other trading partners are been sought.

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, you can recycle tetrapaks when you visit our household recycling centres, where there are collection points. Tetrapaks are collected by producers as part of a national service and are sent to Europe for processing.

Will the existing bring sites be removed?

Wiltshire has about 340 “bring sites” or “mini recycling sites”. About 140 are at schools, mostly collecting paper, and about 200 are public sites. There is one site for every 550 households.

Bring sites are being used less and less by residents and their collection tonnages are falling. If more recyclates are collected at kerbside, it is likely that use of bring sites will fall further.

A separate factor is that many bring sites are on private land and, from time to time, landowners ask for them to be removed. It is not always possible for the Council to find a suitable alternative site in the area.
The Council’s current view is that the bring sites network and performance should be reviewed following decisions on collection service options and arrangements to meet the requirements of the Waste and Recycling Act 2003 for kerbside collection. The review should aim to maintain a local service backing up kerbside collections. Disparities in coverage should be reduced, where sites are most and least frequent, to achieve a more evenly spread, but smaller network.

Are you going to provide 2 black boxes to every property?

Any household that has one black box and needs another to cope with their glass, paper, tins, foil and textiles can ask for another. This can be done now by calling 0845 6032085.

The Council will make extra supplies available as the new services are started. However, many households don’t need a second box, so these will not be distributed automatically.

Do I have to recycle?

Councils can use legal powers to require residents to use separate waste collections properly, which effectively means that they can require householders to recycle. However, Councils are normally reluctant to use these powers. This is the case in Wiltshire.

The Council believes that the great majority of residents will achieve good recycling rates if they are given services that encourage and help them to do so. The proposal means that much more of the available council resources would be used to collect recyclates. People who do not recycle anything and produce quite a lot of waste may find it difficult to cram everything into their waste bin.

Nowadays, most householders want to recycle. People from all walks of life are keen to reduce landfill as much as they can.

What happens to the recycling once it has been collected?

All the materials collected are taken to a materials recycling facility in the county where they are baled or ‘bulked-up’ and transported to reprocessing sites. The materials are then transformed into new products and go into the cycle once again, reducing the need for raw material use.

All re-processors have to be licensed by the Environment Agency and any transfer of recyclates abroad has to be approved, to avoid dumping. The Council’s contractor, Hills Waste Solutions, regularly updates the list of re-processors that it is using, and supplies this information to the Council.

Why can’t all my recycling be collected in one wheeled bin?

Some authorities collect all recyclates in one bin. This is very convenient to the householder, but there are 3 main drawbacks:-

First, a service with many recyclates in one bin tends to lead to less careful sorting by some householders, so there is more contamination of the recyclates
Second, any food waste left in jars and tins can contaminate paper and card

Third, much more expensive equipment is needed to sort the recyclates, so that they can be baled separately for transport to different specialist re-processors.

The Wiltshire recycling system relies on support from householders, the great majority of who are very good at sorting their recyclables. The system has a very low recycling rate – typically 1 or 2 per cent. So very little has to be rejected and landfilled.

Recycling services will be kept under review. If sorting equipment becomes more effective and less expensive, and if sorting by residents continues to lead to very low contamination, it may be realistic to switch to a simpler collection system.

If I can’t fit all my recycling in the bins, can I put out additional bags?

Yes. Also if you have only one black box for paper, tins, glass etc, you are entitled to a second one if that would help.

Additional bins for garden waste can be supplied, but there will be a charge for these. The reason for this is that many residents with gardens are able to home compost much of their garden waste, with benefits both to the residents (a free supply of soil improver) and to the Council (less waste tonnage to transport).

If you have an occasional surplus of recyclates or garden waste and you are travelling near one of our 10 household recycling centres, you may find it convenient to use the recycling bins there.

What if I put the wrong materials in one of my bins?

This may lead to a bin not being collected if the wrong material is spotted. Any wrong materials in a black box will be left behind.

The risk of collecting is that loads may be too contaminated to recycle and have to be sent to landfill.

I live in a flat; can I still fully participate in the extra recycling services?

Not all flats are served in the same way as other households. However the Council is working to extend recycling services to residents in flats. Many now have the fortnightly collection of recyclables. Some are using communal recycling bins instead of black boxes.

The proposed plastic bottles and cardboard service will be delivered to all properties. Inevitably the service to some properties will take a little longer to organise. This often happens with flats, because a communal arrangement has to be made.

Will the extra collections mean more traffic on the road causing congestion?
In north and south Wiltshire residents receive 3 or 4 collections every 2 weeks depending on whether they have a garden waste collection. The number of collections under the proposed service would be 4.

In east and west Wiltshire residents receive 2 or 3 collections every 2 weeks, depending on whether they have a garden waste collection. The number of collections under the proposed service would be 4.

Collection at kerbside is likely to reduce the number of trips made by residents to local “bring sites” or one of our ten household recycling centres. So there may be an overall net reduction in trips, waste miles, carbon footprint and congestion as a result of the collections.

**Will the council be offering any recycling services for businesses in Wiltshire?**

Not at this stage. However, the provision of recycling as part of charged “trade waste” collections by the council is under review.

**Will the new service be provided at the council’s residential gypsy and travelers sites?**

Yes. There may be some adaptation of the service to suit each site e.g. use of different containers.

**Bins**

*Where do I put these extra bins? I don’t have enough space in my house.*

*I have already got too many bins, what if I don’t want anymore?*

*Will I have to have extra bins, bags or boxes as part of the service?*

Extra wheeled bins will be provided to households for the extra materials collected as part of these new services. For example, households in the east, south and west will receive an extra bin for the storage and collection of plastic bottles and cardboard. Current bins will be used where possible.

As the start date for a new service requiring bins approaches, the council will consult with residents about the details of the service. Properties will be surveyed to check suitability to accommodate bins. Where bins cannot be accommodated, the council will propose alternative arrangements to residents.

However, for health and safety reasons, the great majority of residents will be asked to accommodate bins. Waste collection has to be carried out very carefully, because there are many potential risks of injury or health problems to the crews in particular, and sometimes to the public, if safe collections are not carried out.

The council will continue to look at alternatives to wheeled bins for households where bins are deemed inappropriate. This approach is already taken in all areas of the county so is no change.

*Do I have to use the bins provided?*
If you wish to use the service, you will have to use the bin provided, or an alternative agreed with the council where bins cannot be accommodated.

However, for health and safety reasons, the great majority of residents will be asked to accommodate bins. Waste collection has to be carried out very carefully, because there are many potential risks of injury or health problems to the crews in particular, and sometimes to the public, if safe collections are not carried out.

**How will I know where to put my bins for collection?**

Unless there are any local problems with current arrangements, these will continue.

**When will we receive our new bins and when will we know they are coming?**

As the start date for a new service requiring bins approaches, the council will consult with residents about the details of the service. Then the council will use many different methods of sending out information about the timetable for new services.

The council will not expect everyone to "get it right first time". Sometimes there may also be start up hitches for the council, although we will do our best to avoid this. We will ask residents to do the best that they can, to contact the council if there is a problem, and not to worry. Changes soon settle down.

**Will we be given a choice of containers for each collection?**

In most cases, there will not be a choice.

For health and safety reasons, the great majority of residents will be asked to accommodate bins. Waste collection has to be carried out very carefully, because there are many potential risks of injury or health problems to the crews in particular, and sometimes to the public, if safe collections are not carried out.

However the council will do the following:-

For wheeled bin collections, as the start date for a new service approaches, the council will consult with residents about the details of the service. Properties will be surveyed to check suitability to accommodate bins. Where bins cannot be accommodated, the council will propose alternative arrangements to residents.

For the black box recycling service, the council offers smaller baskets to those who find the boxes difficult to store or move. This will continue.

**Will we have to buy the new bins?**

Where bins are needed for a new service these will be provided by the council.

In the case of garden waste collections, the Council is likely to limit the no charge service to one bin per household. Residents who want more than one bin would therefore be charged for the additional bins.
The reason for this is that many residents have space in their gardens for home composting. Home composting is very popular in Wiltshire and has a number of advantages. For residents, the compost is very useful as a soil improver or a “mulch” to retain moisture and keep weeds under control.

*(For more information – see “garden waste collections”)*

**Will the council own the container or will residents?**

This level of detail has yet to be finalised. The outcome of the consultation will help to inform council members in making these decisions.

Residents will be kept informed of decisions made through these web pages, local press, leaflets and community area boards.

**What do I do with our existing wheeled bins? Will they be replaced?**

Wherever possible the council will use existing wheeled for new services. Residents will receive lots of guidance about how this will work.

**Will the council have ‘bin police’?**

The council believes that residents are generally very keen to support recycling and will therefore use each bin or box for the intended purpose.

The council would therefore only consider taking action against a resident in an extreme case of misuse. The council’s approach so far has been to try to negotiate with residents who have a problem with using collection services. This approach, plus as much information as possible about the benefits of recycling, has persuaded many residents to support the current services.

**Will my bins be fitted with micro chips (chipped)?**

This level of detail has yet to be finalised. The outcome of the consultation will help to inform council members in making these decisions.

Residents will be kept informed of decisions made through these web pages, local press, leaflets and community area boards.

Micro chips are used to identify which bin belongs to which property.

**If my bin is stolen or broken, will I have to pay for a replacement?**

This level of detail has yet to be finalised. The outcome of the consultation will help to inform council members in making these decisions.

Residents will be kept informed of decisions made through these web pages, local press, leaflets and community area boards.
Will the colour and size of bins be the same across the county?
What happens to the bins if they are replaced?

Wherever possible the council will use existing wheeled for new services. For this reason, local differences will continue for some time. However, as bins are replaced due to loss or wear and tear, a standard bin will be supplied.

Where new bins are required they will be standardised.

How do I know what goes in each bin?

As the start date for a new service requiring bins approaches, the council will consult with residents about the details of the service. Then the council will use many different methods of sending out information about the use of each bin.

I currently receive a bagged collection as I don't have space for a wheeled bin, how will the new arrangements affect me?
I currently receive a bagged collection; will the bags be free in the future?

If you currently use bags for your waste, this will be taken into account when the Council assesses your property as part of its survey before the new service commences.

The council has not yet taken a decision about whether bags will be provided free of charge.