

FAQs

Changes waste and recycling

When will the changes take place?

Weekly recycling collections started from 19 June 2017. From mid-January we will be implementing the next phase of our Waste Strategy by replacing the old 240 litre black bins with new 140 litre bins.

When will my bin be changed?

We are not providing a schedule for when the bins in particular areas will be exchanged. The process will begin in January and take around 12 weeks to complete.

What happens if my black bin is not out on the exchange day for my area?

If your bin is not out to be emptied and removed, we will deliver the new bin and return to the area on the next collection day to remove any remaining old bins. Once the new bins have been delivered to an area we will no longer empty the old bins if they are put out for collection.

What happens if my new bin isn't delivered?

If the bins in your area have been exchanged, but you have not received a new bin by the end of the day, contact us the following day on 01454 868000. We will check the delivery record and arrange for a delivery if we find that your address was missed.

I recycle everything, and still fill my current bin. What will happen to people like me?

We are happy to visit any resident and offer advice and assess individual needs. If you are struggling with your current bin, make sure you have all of your recycling containers. You can order replacement containers free of charge online at www.southglos.gov.uk/sortit.

If you have a large family or extra non-recyclable waste from a medical condition, you can apply for an [additional black bin](#).

If you are struggling with the black bin because of disposable nappies, we provide a free nappy bag collection service to help. We also offer discounted birth to potty reusable nappy kits. Visit www.southglos.gov.uk/nappies for more information.

I have a medical condition that results in extra non-recyclable waste and I won't manage with a smaller bin.

Contact us to arrange to keep your current bin free of charge at waste.management@southglos.gov.uk, visiting a One Stop Shop or calling 01454 868000.

I have a child/children in nappies and will not manage with a smaller bin.

We provide a free nappy bag collection service for disposable nappy waste. You receive a roll of purple bags that can be put out next your black bin on collection day, leaving more space in your bin for normal household waste. We also provide discounted reusable nappy kits for families. Visit www.southglos.gov.uk/nappies for more information and to order bags.

I have a large family. How will we manage with a smaller bin?

We provide extra black bin capacity for large families. We will continue to do this and assess all applications for this service on a case by case basis. This will entail completing a questionnaire and we may need to arrange a home visit to review your needs. An annual administration fee is charged for this service and approved households are reviewed every year. Visit www.southglos.gov.uk/extrawasteservices for more information.

Can I take extra black bin waste to the recycling centre?

Yes, but you must remove any recyclable items before you can dispose of bags of waste. Around 75% of waste in bags brought to the Sort It recycling centres is recyclable and disposing of it with non-recyclable waste costs over £100 per tonne. Reducing the cost of disposing of waste helps the council to provide a more sustainable service.

You must be registered to use the Sort It recycling centres
www.southglos.gov.uk/sortit

Will communal bins for non-recyclable waste in flats be exchanged for smaller bins?

No. Residents in flats do not currently have the same recycling facilities as houses so black bins and 1100 euro bins for non-recyclable waste for flats will not change.

I run business from home and the new bin is not big enough for my business and household waste.

The council provide a waste and recycling collection service and the Sort It recycling centres for household waste only. If you run a business from home, you should be using a separate commercial collection for waste generated from your business in compliance with the Environmental Protection Act 1990. The council do not provide a collection of commercial waste and this should be arranged independently through a commercial waste contractor.

What will happen to the old bins?

The axles will be recycled and the plastic bodies shredded to be recycled into new waste bins and recycling boxes.

Why can't we just keep the bins we have?

We want to encourage people to recycle and think more carefully about what they're putting in their black bins. Evidence has shown that many other councils have seen large increases in recycling after reducing the space available for general waste.

Waste analysis of black bin waste shows that 52 percent of the contents of black bins could have been recycled using the existing kerbside service. This meant 23,331 tonnes of recyclable material was unnecessarily disposed of to landfill, at a cost to the council of £3m.

If you are recycling everything you can every week and are struggling with your non-recyclable waste due to a large family, children in nappies or a medical condition visit www.southglos.gov.uk/extrawasteservices to find out how we can help you.

How do these changes and the cost involved help the council save money?

As part of the council wide savings programme, the waste service has delivered savings of £2m since 2013 and has an outstanding target of £1.9 million per annum to be made by 2020. Short term investment and changes to the waste service will lead to long term savings.

Encouraging more people to recycle and keeping recyclables out of the general waste stream will help towards making our long term savings and meeting waste legislation targets. Details of the potential cost savings are included in the Waste Strategy evidence document at www.southglos.gov.uk/wastestrategy. The savings targets for waste are part of the wider [council savings programme](#).

The consultation results showed the proposal for the smaller bins to be unpopular. Why is it going ahead?

The purpose of the consultation for the waste strategy was to give residents the chance to have their say about how they might be affected by the changes. We have

made several amendments to our proposals as a result of the feedback from the consultation. As a result of comments received the strategy has been updated to include a separate nappy waste collection and allowance for residents to continue using the plastics and cardboard bags if they wish. Through providing weekly collections of recycling containers and reducing the size of the black bin we can save £800k to £1million per year and achieve our target recycling rate of 50% by 2020.

The changes to the waste and recycling service are essential to achieve recycling and cost saving targets for South Gloucestershire. Research has been carried out to investigate how the service could be changed to meet these targets. Locally we found that 52% of waste in black bins could be recycled from home, highlighting that more can be done to improve recycling and reduce the amount of waste in the black bins. National research also shows that recycling levels are directly linked to the size of the non-recyclable waste bin and that smaller bins result in more recycling.

Will there be an increase in fly-tipping?

There is no evidence to suggest that changing waste services encourages residents to fly tip. We take all fly tipping very seriously and investigate all cases and have a very successful record of prosecution. Increasingly in South Gloucestershire fly tipped waste is part of organised criminal activity and not from local residents.

Why isn't the green bin charge part of the updated Waste Strategy?

Charging for green bins was consulted on in 2013, followed by approval at Communities Committee in September 2013. The subscription for the green bins was reduced to £30 in March 2015. Any further changes to the service are a financial consideration for the council.

Do I still have to sort my recycling?

Yes. Our crews still have to keep most of your recycling separate by putting it into different compartments on the collection vehicle.

You can now mix **cans, aerosols and foil with plastic bottles tubs and trays** in your white bag or a green box.

You can also mix **cartons with cardboard** in the green bag or green box

The rest of your recyclable items **must be sorted in the containers to help us keep them separate**. For example, keep paper in one end of a green box and put glass bottles and jars at the other end.

Why can't you provide a wheelie bin for all my recycling?

Legislation states that all recyclables should be collected and sorted on the vehicle separately, where it is "technologically, economically, environmentally, practicable" (TEEP) to do so. This means we cannot collect recyclables in one wheelie bin. We

can, however, use containers that store more than one recyclable in them, as long as they can be easily separated by the collection crew on the vehicle.

Why did you change recycling collections to weekly?

Research shows that residents with weekly collections recycle more material than those with a fortnightly service. A weekly recycling collection will also make the recycling service much easier and more convenient for residents to use.

Why don't you just target the residents who aren't recycling?

According to our waste analysis in 2014/15, 52 percent of waste in the average black bin could be recycled which shows that there is a significant number of people who are not recycling as much as they could. Our waste minimisation and enforcement officers have and will continue to carry out specific education and enforcement projects to encourage residents to recycle more.