

## **Waste Changes – FAQ's**

### **Why are changes being made?**

As a council we need to save £1.45million over the next five years. The contribution from waste and recycling is £250,000. We looked at other ways of saving the money, including bringing in a private company to run our waste and recycling collections, but it did not save enough and in some cases actually cost more.

We believe we can save in excess of £150,000 by changing the frequency of collections with another £100,000 coming from efficiencies within the service.

### **Will you be making any redundancies as part of the process?**

We do not plan on making any redundancies. Savings can be found by finding efficiencies from within how the service operates.

### **Will I get a reduction in my Council Tax?**

No. Money saved from the move to AWC will be used to fill the £1.45million shortfall in the council's budget due to government funding cuts and protect other frontline services from potential cuts.

### **When will the changes be introduced?**

The date we're aiming for is 2 April, 2018.

### **The start of the new service coincides with Easter Monday will you still be collecting on this day?**

Yes

### **How will you keep us informed about the changes?**

We will be writing to each household in January advising them of the changes and when their black bin will be delivered or if they are to stay on a sack collection. An information pack containing more information and recycling and waste minimisation guidance will also be provided to each household either when their bin is delivered or by post in the case of households remaining on a sack collection.

You can also sign up to our waste and recycling newsletter for regular updates by visiting [www.malvern hills.gov.uk/emailalerts](http://www.malvern hills.gov.uk/emailalerts)

### **Will every property be given a wheeled bin?**

We would love to give every household a wheeled bin but, as with the recycling service, we recognise that some properties are not suitable due to space or access issues. We will be actively reviewing current exemptions in the coming months to see if there are opportunities to move some previously exempt households from sacks to bins. If you are currently an exempt property, unless otherwise notified, presume you will continue as an exempt property from 2 April 2018.

### **How do I know if my household is exempt?**

Unless you are notified otherwise, if you are currently using sacks for recycling and waste then your household is likely to be classed as exempt and will continue with sack collections from April 2018 but on a fortnightly basis.

### **Can I be given a black wheeled bin for storage only?**

Unfortunately not. This would not only increase the cost of introducing the changes but pose other practical challenges. Wheeled bins are quite tall and we would not want to put people at risk of injury by asking them to reach into the bottom of the bin to collect bags of rubbish.

**If a property isn't suitable for a black bin, what should I put my rubbish out in?**

Each exempt household will continue to be provided with a roll of 52 sacks every year. You can buy your own sacks to put your rubbish in but remember no more than 4 sacks of rubbish (for a standard household) should be placed out for collection at any one time.

**Will the black wheeled bin be big enough for two weeks of general rubbish?**

The bins will hold around 4 black sacks of rubbish. This should be enough for the vast majority of households needs, especially if they are recycling fully. Research shows half of what is thrown away in a black bag could be composted or recycled. Visit [www.lets Wasteless.com](http://www.lets Wasteless.com) for ideas on how to reduce the amount of waste you generate.

**Do I have to use black sacks in my black wheeled bin?**

Any bag, sack or carrier can be used to contain the rubbish you put into the black bin. You can put rubbish in loose but we would advise that messy items, such as food waste, is bagged – this will keep the inside of the bin clean and reduce the likelihood of smells.

**I live in a household that does not qualify for a black bin. Will there be a limit on the number of sacks I can put out for collection?**

There will be a limit on the number of sacks you can put out, which will be 4 for a standard household and 6 for households that meet the criteria of a 'large household'. This is comparable with the number of bags that would fit in to a black bin. Malvern Hills residents currently produce the lowest levels of waste in the county and we will continue to encourage you to do so.

**How is it fair I am paying the same/more Council Tax as a household receiving a wheeled bin but I'm not getting one?**

The cost of providing sacks to an exempt household will, over time, be more than the cost of providing a wheeled bin. So in the long-term the investment the council is making in exempt households will outweigh that of those receiving a wheeled bin. All households will receive the same frequency of collection. We'd love to collect wheeled bins from every household but the landscape of the district means that's not possible.

**Where/how will I store my rubbish for two weeks if I do not have a wheeled bin?**

Storage of black sacks will remain a matter for each individual household to consider. Many people have already bought their own generic containers for the storing of rubbish in between collections and we anticipate this will continue in the future.

**Will rubbish not smell if left for two weeks?**

If you shut the lid properly on your bin – whether a council issued wheeled bin or your own container if an exempt property - then it should seal in any nasty odours. However, we would advise that some items such as used nappies and food waste are placed in separate bags before being put in a bin or sack.

**Is it a health hazard to only collect household waste on alternate weeks?**

The vast majority of the country is operating this system and there is no evidence of ill health connected with this type of service in other council areas running AWC.

**Will you be providing bin liners?**

No, this will add extra cost and liners can also cause issues including bags getting trapped in them meaning bins are not emptied properly. There are commercial cleaning companies that for a fee will clean your bin and provide a scented bin liner but it is entirely your choice whether or not you wish to do this.

### **Will you be providing a separate food waste collection?**

No as it is expensive to provide and take up of the service is often low. We advise that food waste is 'double bagged' – placed into a bag before being put into another bag or sack – to seal in any smells. You can find tips on how to reduce food waste by visiting [www.lets Wasteless.com](http://www.lets Wasteless.com)

### **Will my collection day be changing?**

Our intention is to introduce the system so the vast majority of households see no change to their collection day. However, some properties may see changes to either their collection day or the type of waste they are required to put out (ie rubbish or recycling). We will write to all households with information about this in Feb/March 2018.

### **How will I know what bin to put out each week?**

We will provide you with a collection calendar when the system starts to help guide you through the first few months of the new system. You can also use our calendar look up service on our website to check the details of your next collection and you will shortly have the option to sign up for an email reminder of your collection day

### **When will my bin be delivered?**

We expect bins will be delivered between February and March 2018. We will write to all households in January 2018 to advise them of an expected delivery period.

### **I live in a small household that doesn't generate much waste. Can I request a smaller bin?**

Qualifying households will be issued with a 180 litre bin as standard. We did consider offering a smaller size bin but there is very little difference and it would complicate the roll out of the service.

### **What if I refuse to accept a bin?**

You can refuse to accept a black wheeled bin but you will then be responsible for legally disposing of your own waste by taking it to the nearest disposal site.

### **What if I am not able to move a wheeled bin?**

We will continue to provide an assisted collection for households who cannot physically move their wheeled bins or sacks to the edge of their property. More details will be provided nearer the roll out of the new service.

### **I live in a large household will I be able to request a larger bin?**

If households recycle fully then we believe there should be enough capacity in the 180 litre bin to meet most people's needs. However, households will be able to request a larger 240 litre bin if they meet the following criteria:

- Families with 6 or more permanently living at the same address.
- Families with 1 or more children under 3-years-old using disposable nappies permanently living at the address.
- Persons with medical reasons that cause large amounts of non-hazardous medical waste to be produced.

Households not suitable for a black wheeled bin will be able to put out 6 bags of rubbish for collection instead of the standard 4.

We will be writing to all households nearer the time with information about how to make a request.

**Will I be able to request an additional black bin?**

No. Qualifying larger households will be able to request to swap the standard 180 litre bin for a 240 litre bin but additional black bins will not be provided. Again more information will be provided in January 2018 about how to do this.

**Will you collect extra bags of rubbish left by the side of the black bin/put out for collection?**

As well as saving money we want to encourage people to recycle as much as they can so we won't be collecting any rubbish left in sacks by the side of the bin or additional bags above the specified limit in the case of exempt properties. All rubbish should be placed in sacks, within the black bin and with the lid shut.

**I live in a property where waste is collected from a communal area rather than each household. How will the changes affect me?**

An assessment of each area will need to be carried out. Depending on that, it may be decided to provide one large bin which will be collected fortnightly or keep a sack collection but have them collected every other week instead of weekly. We will be writing to landlords to advise them of the impact of the changes and discuss future arrangements.

**I live on a small private road or cul-de-sac area that is remaining on a sack collection. Will we be able to request a communal collection instead?**

We have had a few requests from people living in small neighbourhood areas that are not eligible for a black bin asking to switch to a communal collection – ie one large bin is placed in an appropriate area and every household in that street places their waste in it, which will then be emptied fortnightly. These requests can be very complex and may complicate the roll out of the new system. However, we have promised to review currently exempt households over the coming months and we will review situations like this as part of that process. It is important to note though that we would not support such a solution unless every household in the affected area was in agreement.

**What can I put in my black bin?**

Anything that can't be recycled should go in your black bin. This includes items such as:

Clingfilm

Sanitary products

Nappies

Pet waste

Plastic bags

Crisp packets

Polystyrene

Cellophane

You should not put hazardous waste (eg paint, oils), hot ashes, rubble, stone or gravel, recyclable items, DIY waste such as plaster board, asbestos, commercial waste, bulky waste or syringes/infectious waste into the black bin.

**What can I put in my green bin?**

More information on what can go in the green bin is available [here](#).

**Currently glass is not accepted for recycling from households currently on a sack collection. Are there any plans to change this?**

We are unable to collect glass from those households with a sack collection for health and safety reasons to protect staff sorting the waste at the Materials Reclamation Facility (MRF). Please take glass to the nearest Household Recycling Centre. Residents who are eligible for a green recycling bin can, obviously, put glass into the bin.