

Rethinking Waste Update

**E.E.O.S. Panel
Thursday 20 April 2017**



Update:

- Progress against aims
- Recycling collection arrangements
- Communication
- Next steps

Project aims:	
Acquire new refuse collection vehicles to replace and modernise our fleet	From 2015
Acquire new vehicles to collect all dry recycling materials in one go	Arrived Feb' 2017
Retain the current collection containers and bins	Yes
Bring in-house all the recycling collections	01 March
Introduce appropriate changes in the collection rounds to maximise efficiency	From 12 June
Meet TEEP requirements and seek to increase recycling rates across the borough.	From 12 June

New vehicles...



Recycling collections: Up to 28 February 2017

Cardboard



Plastic



Glass, cans +
paper



Rethinking Waste Update

Recycling collections: 01 March to 09 June 2017

Cardboard



Plastic



Glass, cans +
paper



Paper



Glass + cans



Recycling collections: From 12 June 2017

Paper
Cardboard
+ Cartons



Plastic



Glass + cans



Increased recycling...



- Collection of cartons
- Extended service offer...
 - 1,200 properties with gardens do not receive garden waste collections
 - 6,000 properties do not receive plastic and card
 - 3,000 properties do not receive green box
- Focus on service standards, targeted activity and campaigns
- Review of local recycling sites

Examples of communication and awareness raising

Civic Centre digital banner:



Website advert:



Social media:



Billboard advert:

Your NEW and IMPROVED refuse and recycling service will start from 12 June

**Please check your new refuse and recycling calendar,
as your collection day may have changed**

To find out more, visit www.carlisle.gov.uk/refuseandrecycling



**Bus stop
advert (also
produced as a
poster and advert
in Carlisle Focus
residents'
magazine):**

Your NEW and IMPROVED refuse and recycling service will start from 12 June

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recycling calendar, as your collection
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**CARLISLE
CITY COUNCIL**

www.carlisle.gov.uk

 **recycle for Carlisle**

Information for residents:

Eight page newsletter (A5)

To be distributed alongside refuse and recycling calendars

Improvements to your recycling collection service

Your recycling arrangements are changing. From 12 June 2017 we will be extending the kerbside recycling service to more properties and asking everyone to sort their recycling slightly differently. We may also be asking some of you put your bins, bags and boxes out on a different day. Please take a few moments to read through this information to understand how these changes may affect you.

Changes to your collection day

- Please check your new collection calendar to confirm the day of the week to put your refuse, garden waste and recycling out for collection.

Recycling changes:

- Please put your paper into a green bag with your cardboard. You can now also place empty food and drink cartons e.g. tetrapak into the same bag.
- Please put your plastic into a separate green bag - do not mix with your paper, cardboard and cartons.
- Use your green box for your tins, cans and glass only.

Remember to start sorting your recycling differently before your first collection on your new calendar so that your recyclable materials are in the correct containers.



Recycling questions answered

Why have my collection days changed?

We have combined the green bag and green box services and extended this to include more properties. The majority of properties will now have their refuse and garden waste bins collected on one day and their recycling the same day of the following week.



Can any property receive a kerbside recycling collection?

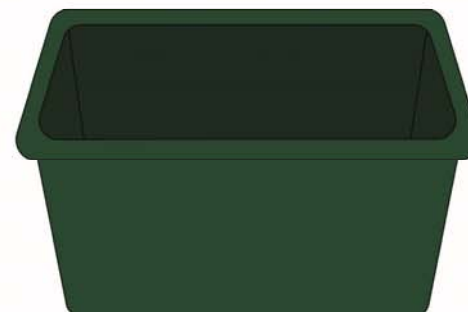
We want as many residential properties as possible to receive a kerbside recycling collection, where it is safe and practical to do so. Businesses are not eligible for this service. If you have just been added to the recycling service, you can collect your green box and green bags from the Civic Centre. If you are unable to collect your containers you can have them delivered but there is no guarantee that they will arrive in time for your first collection. For delivery, please order via www.carlisle.gov.uk/refuseandrecycling

Can I have more recycling containers?

Please flatten cardboard boxes and squash cans & plastic where possible to create more space in your containers. If you still don't have enough room, you can collect an additional green box/green bag from the Civic Centre, free of charge.

What if I miss my collection?

If you miss your collection, you can take your general waste, garden waste or recycling to the Household Waste and Recycling Centre at Bousteads Grassing, Rome Street, Carlisle or at Townfoot Industrial Estate, Brampton. Recycling can also be taken to our local recycling sites. A list of local recycling sites is available at www.carlisle.gov.uk/refuseandrecycling



How to recycle

From week commencing 12 June 2017, your recycling will be collected as follows:



Green Bag One

Paper, cardboard and cartons

✗ No glittery cards, wrapping paper, wallpaper, polystyrene or leftover food



Newspapers and magazines



Junk mail and other paper



Greetings cards and cardboard



Food and drink cartons



Green Bag Two

Mixed plastics

✗ No cling film, plant pots, plastic bags, bubble wrap, toys or leftover food



Plastic bottles



Plastic household containers



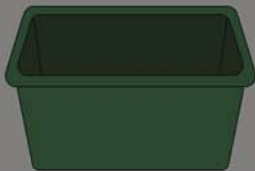
Tubs and yoghurt pots



Plastic food trays

Green Box

Tins, cans and glass



✗ No pyrex, ceramics, broken glass, tin foil or nappies



Tins and cans



Aerosols and jar lids

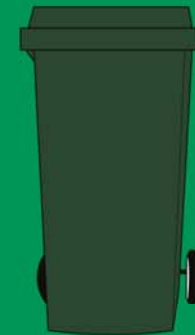


Glass jars



Glass bottles

Garden Waste Bin



✗ No food waste, pet waste, plastic bags, rubble, soil and stones



Grass clippings



Weeds, flowers and plants



Leaves and hedge clippings



Twigs and small branches

Please flatten cardboard containers, rinse tins and jars, squash cans and plastic bottles and replace bottle tops

www.carlisle.gov.uk/refuseandrecycling

Recycling questions answered

What if my container(s) are not emptied?

If your container(s) are not emptied but they were placed out correctly (in the right location, before 7am and not contaminated with items we cannot recycle together), please contact us no later than the day following your collection date. We may not be able to return but we may be able to take additional waste or recycling on your next collection.



What if I am unable to take my containers to the kerbside?

An assisted collection service is available to those who are not physically able to carry their containers to the edge of their property. There must be no other able bodied adult living in the property. If you are applying for the first time you may be asked for written evidence to support your application.

How to contact us:

www.carlisle.gov.uk/refuseandrecycling or call 01228 817200

What happens if my containers are stolen or damaged?

We ask that you place your address onto your containers and take them back in promptly after emptying as this will reduce the risk of them being stolen or going missing. Containers should not be left out in the street or rear lanes other than on the collection day (or the night before) and must be stored on your property at all other times. Replacement green boxes and green bags can be collected from the Civic Centre, free of charge. Please contact us if you require a replacement refuse container or garden waste bin. Please note that there is a charge for these.

What should I do with my containers if I move house?

Please leave all containers at the property you are vacating for the new residents. If you have no green box or green bags at your new property, you can collect new ones from the Civic Centre, free of charge. If there is no refuse container or garden waste bin at your new property please contact us. Please note that there is a charge for these. All containers remain the property of Carlisle City Council.





Please help us to recycle more!

- Please place your containers outside the boundary of your property or at your collection point by 7am on the dates listed on your calendar.
- Please try not to block pavements with containers. If your pavement is narrow, please place your containers on the boundary of your property.
- Replacement or additional green boxes, green bags and box covers are available **FREE** of charge from the Civic Centre.
- Replacement gull-proof sacks can either be delivered or, for a reduced price, you can collect them from the Civic Centre.
- Refuse bins and garden waste bins can be ordered at www.carlisle.gov.uk/refuseandrecycling or by calling **01228 817200**. Please note that there is a charge for replacement bins.
- If you have any additional general waste, garden waste or recycling or if you miss your collection, you can take this to the Household Waste and Recycling Centre at Bousteads Grassing, Rome Street, Carlisle or at Townfoot Industrial Estate, Brampton. Recycling can also be taken to our local recycling sites.
- If you have any bulky items of waste e.g. washing machine, sofa, chest of drawers, that are of no use to anyone else, you can book a bulky waste collection. Please visit our website for more information on costs, a list of items that can be collected, and to book a collection.

For further information:

www.carlisle.gov.uk/refuseandrecycling or call **01228 817200**

Poster (other variations produced):

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www.carlisle.gov.uk

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Paper, cardboard and cartons



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- Newspapers and magazines
- Junk mail and other paper
- Greetings cards and cardboard
- Food and drink cartons

Green Bag Two

Mixed plastics



✗ No cling film, plant pots, plastic bags, bubble wrap, toys or leftover food

- Plastic bottles
- Plastic household containers
- Tubs and yoghurt pots
- Plastic food trays

Green Box

Tins, cans and glass



✗ No pyrex, ceramics, broken glass, tin foil or nappies

- Tins and cans
- Aerosols and jar lids
- Glass jars
- Glass bottles

Garden Waste Bin



✗ No food waste, pet waste, plastic bags, rubble, soil and stones

- Grass clippings
- Weeds, flowers and plants
- Leaves and hedge clippings
- Twigs and small branches

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