



Information Pack for Service Launch

Background

At the end of September 2017 the existing waste and recycling collection contract with Kier MG ends.

The end of a contract provides an opportunity to review the service and invest in the infrastructure (vehicles and containers) which deliver this.

Residents were consulted using a Recycling Survey which was available online and as a paper copy in 2015.

Following residents feedback, the service has been redesigned so that it meets resident's needs. The current weekly kerbside sort recycling using black boxes will change to a fortnightly commingled collection. The service will be delivered by Ubico using a wheeled bin with a black box for glass.

Ubico is a local authority owned company who are already running the chargeable garden waste collections, grounds maintenance, street cleansing and other depot services for West Oxfordshire District Council. It is owned by a consortium of councils including Cotswold, Cheltenham, Forest of Dean, Stroud, Tewkesbury and West Oxfordshire.

What's new from October?

- Blue lidded wheeling bin for paper, card, plastics, aerosols, tin cans and foil can all be put together in the bin as they will be sorted mechanically at a recycling plant.
- Glass bottles and jars collected in a recycling box
- Anything which has a plug, batteries or needs charging collected in a separate black box as long as it is small enough to fit inside
- Fortnightly recycling collections

What's changing from October?

- Textiles and shoes to be in a carrier bag next to the recycling bin
- Household batteries to be in used envelopes on top of the recycling bin
- Car batteries are still collected but this is a bookable, but still free service
- Flyaway plastics are no longer recycled. Instead flyaway plastics such as carrier bags and used plastic bags that have contained food items eg bread and salad can now be used to line the food waste caddy

What's not changing from October?

- Garden waste continues as an opt-in chargeable service.
- Food waste collections remain weekly
- Household rubbish remains fortnightly

Key dates

20 September New recycling guide and collection calendar is delivered to all households (bar sack collection properties and communals)

2 October New collections service starts with changes to the collection day and week for some residents.

Impact and mitigation of these changes

As part of the change from recycling boxes to bins and a weekly collection of recycling to a fortnightly collection the rounds have been optimized to make them more balanced as well as achieving costs savings of one less Collection Crew and vehicle on the road.

The impact and mitigation measures are outlined below:

- 10% of all properties will experience a day change – should a resident present their container on the wrong day during the first three weeks of the service and the Council is informed, this will be logged as a missed collection and Ubico will return to collect it, even if it is not a genuine miss.
- Due to the week change 23% of all properties will go three weeks without a rubbish collection – residents can present a maximum of one bag of side waste during the first three weeks of service. The Collection Crews will report back to the depot areas which have presented side waste. A separate vehicle will be sent on the same day to collect this, as there will not be capacity on the original vehicle.
- 11.5% of chargeable garden waste licence customers will go three weeks without a garden waste collection. When contacted, Customer Services will send out pre packed envelopes with paper sacks which the resident can fill with garden waste. The Collection Crews will report back to the depot areas which have presented garden waste in sacks. A separate vehicle will be sent on the same day to collect this, as there will not be capacity on the original vehicle.

What will happen during the handover to ensure smooth service for the residents?

- Container deliveries not completed by Kier by 30 September will be handed over to Ubico to complete
- Missed collections not completed by Kier will be handed over to Ubico to complete
- The Waste Team will be meeting with Customer Services daily in the first month of the service to discuss any issues which have arisen so that these can be resolved immediately
- The Waste Team will meet with Ubico daily in the first month of the service to discuss any issues which have arisen so that these can be resolved immediately
- Ubico are applying additional resources both at management level and driver and loader level during the first two weeks of service and longer if needed to ensure that service runs smoothly

What can be placed in the new recycling bin?

✓ Yes please	✗ No thanks
✓ Paper, shredded paper, newspapers, magazines and junk mail	✗ Any household, DIY or hazardous waste
✓ Plastic bottles and their tops	✗ Any other recycling; glass, textiles, small mixed electricals, household and car batteries
✓ Cardboard and non-glitter cards	✗ Polystyrene
✓ Tins and cans	✗ Any food waste

✓ Plastic bottles, pots, tubs and food trays	✗ Dog waste, cat litter or dead animals
✓ Clean aluminium foil	✗ Foil lined plastic pouches (e.g. crisp packets, pet food)
✓ Empty aerosols	✗ Envelopes containing bubble wrap (e.g. jiffy bags)
✓ Cartons and Tetra Paks	✗ Pots and pans
Glass jars and bottles will be collected separately in their existing black boxes	

How often will it all be collected?

BINS AND BOXES

Containers	Items collected	Frequency	Calendar week
	Recycling	Fortnightly	Green week
	Glass	Fortnightly (same day as recycling bin)	Green week
 OPT-IN	Garden waste	Fortnightly (same day as recycling bin)	Green week
	Rubbish	Fortnightly	Grey week
	Food waste	Weekly	Green and Grey week

OTHER RECYCLING COLLECTED AT THE KERBSIDE

 Cooking & car oil	 Household & car batteries	 Small electrical appliances	 Textiles & shoes
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Collected the same week as your recycling bin (car batteries must be pre-booked)

Properties on a communal collection or a sack collection for rubbish

Properties which share bins i.e. are on communal collection and already use large wheeled bins for recycling. Where possible we have introduced a separate bin for glass at these locations.

Properties which have limited or no outdoor area will currently be on a weekly collection for their rubbish and recycling. The frequency of their service will not change.