



Recycling and Waste

Impact of the New Arrangements

Donna Ball – Assistant Director



Waste and Recycling Collection Service



**Fortnightly
collection**

Non
recyclable
waste



**Fortnightly
collection**

Glass, plastic
bottles, food
and drink cans



**Fortnightly
collection**

Cardboard,
paper and drink
cartons



**Fortnightly
collection**

Food and
garden waste

**OR Weekly
Collection of food
only**





The Success of Managed Weekly Collections

- Implementation of Managed Weekly collections went remarkably well due to team effort across the Bolton family.
- Minimal complaints from residents, Councillors and staff performing the service.
- Grey bin waste reduced more than expected in 2013/14.
- £2.6m saving target achieved.





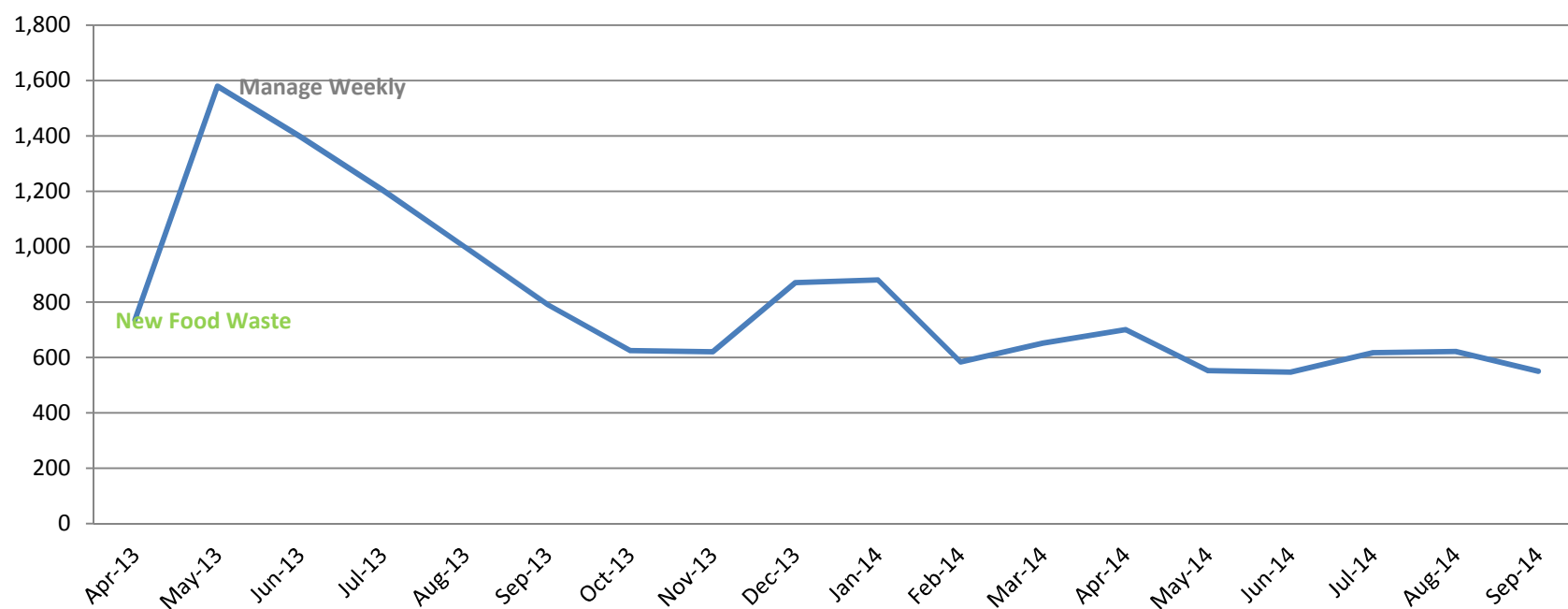
Call centre calls returned to normal levels after just a few months:





Levels of missed collections peaked in May, but soon returned to normal levels as the crews got used to new rounds:

Total number of missed collections per month



- On average there are 600 reported missed bins each month.
- This equates to 0.05%

Positive Press Releases

ENVIRONMENT

Recycling starts to turn corner

Sharp reduction in amount of waste going into landfill

By ELAINE O'LYNN
elaine.olyynn@gow.co.uk

RECYCLING rates in Bolton have risen by seven per cent in seven months, after the council made the controversial switch to fortnightly black bin collections. The percentage of household waste sent for reuse, recycling or composting has risen from 31 to 38 per cent from April 1 this year until October 31.

A report released by the Office of National Statistics this week showed before the changes, Bolton's recycling rate from April, 2012 to

March, 2013 was in the bottom 15 per cent of the country. It was the second lowest in Greater Manchester, with only Salford Council behind it at 29 per cent.

Council bosses say the result is due to an increase

in the amount of waste sent for reuse, recycling or composting

People are starting to think about how they dispose of waste

Coun Elaine Sherrington

In the tonnage of recycling, and a fall in the amount of residual waste collected, with the authority collecting 6,593 tonnes less of black bin waste than the same period

of time in 2012. Cllr Elaine Sherrington, Bolton Council's cabinet member for waste and recycling, said: "We've seen a significant increase in the amount of recycling which we have collected, and a significant fall in the amount of residual waste sent to landfill. This shows that people have already accepted the new system

and are starting to change their behaviour and think about how they dispose of household waste. "If residents continue to increase the amount of recycling waste they present and reduce the residual waste, we will not only help to preserve the environment, we will also save taxpayers money of up to £2.5 million per year."

Anyone who wants to arrange a visit, receive a new collection calendar or order a free recycling container can visit www.bolton.gov.uk/ or email lowerrecycling@bolton.gov.uk or telephone 01204 136632.

COLLECTIONS

Estate given tips on how to empty bins

Council's day of action targets confused residents

By MARK SMITH
mark.smith@bolton.gov.uk

COUNCIL chiefs and waste staff set the scene in a day of action to help Bolton estate get to grips with new bin collections.

The authority changed from weekly to fortnightly grey bin collections last month in an effort to save money and improve

Some residents are presenting the incorrect bins

Laura Swann



PERSONAL TOUCH Volunteer Emma Harrison helps a resident with their bin collection.

introduced a weekly food waste collection and is encouraging more people to recycle.

In some areas residents have been confused by the change, with their bins so full they have had to call the council for help.

A "day of action" to help residents get to grips with the new system.

Cllr Elaine Sherrington, Bolton Council's cabinet member for waste and recycling, said: "We've seen a significant increase in the amount of recycling which we have collected, and a significant fall in the amount of residual waste sent to landfill. This shows that people have already accepted the new system

and are starting to change their behaviour and think about how they dispose of household waste.

"If residents continue to increase the amount of recycling waste they present and reduce the residual waste, we will not only help to preserve the environment, we will also save taxpayers money of up to £2.5 million per year."

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Chips, aged 80, spoke through a microphone at Bolton's AGM, a volunteer at Bolton's AGM. She said: "I haven't had any trouble with the bin collection, no problems at all."

A Bolton Council spokesman said: "We've seen a significant increase in the amount of recycling which we have collected, and a significant fall in the amount of residual waste sent to landfill. This shows that people have already accepted the new system

and are starting to change their behaviour and think about how they dispose of household waste. "If residents continue to increase the amount of recycling waste they present and reduce the residual waste, we will not only help to preserve the environment, we will also save taxpayers money of up to £2.5 million per year."

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Have You Been Poor Hospital

Whether you've suffered from:

- Misdiagnosis
- Negligent care
- Botched surgery
- Excessive prescriptions
- Prescriptions errors
- General injury

Asone Solicitors can help

WORD ON THE STREET

OUR reporters have been out and about to ask you, the public, for your views. Today we asked: Are you worried about bin collections being every fortnight instead of weekly?



"No, not really. They have just got to do it in their means to make it payable. With the cutbacks everything is involved. Priorities are needed. They only have so much to spend on everything. In today's age it is expected."

Derek Crowder, aged 75, Bolton



"Well it would be better if it was weekly. You can end up with loads of rubbish bags at the side of bins. We have far too many bins. Most houses do not have the capacity for them. It clutters up the garden."

Bev Travers, aged 58, Deane



"I think it is a good idea. It encourages people to recycle more. I do all my recycling. We just started food recycling which I think is good as it can turn in to compost. If anything can help the environment I think it is a good idea."

David Kearsley, aged 58, Deane

Change for bin collections

Fortnightly service kicks in on Monday

By MARK SMITH

Click and hold to drag. Click to zoom

FORTNIGHTLY grey bin collections will be launched in Bolton on Monday. The council has introduced what it calls "managed weekly" collections in an effort to save it £2.6 million a year in disposal costs.

Changes will see traditional weekly and as part of the plan, 30,000 homes which do not have green recycling bins have been issued with smaller waste containers and "kitchen caddies" for a new weekly food waste collection service which has been in place since April 15.

Council chiefs say the response to the changes have been "broadly positive" but that some initial problems have been encountered with people using plastic bags to line their food waste containers instead of the compostable liners provided by the council.

This means when the waste is collected to be turned into compost the plastic bags have to be picked out by hand. If there are too many bags in the loads they can be returned to the council, which then has to spend extra money to send it to landfill.

With the new programme due to kick in next week, the council says all residents should have received their new collection calendar and that collection days will stay the same.

But it said the time "may change" and is urging all residents to put their bins out by 7.30am on the day of collection.

Disruption at the start, in the long-term we are confident that this will be better for the borough as a whole.

The move to fortnightly collections has been controversial with the then ruling Liberal Democrats having introduced it in Bolton in 2005.

It was scrapped a year later by Labour when it regained control of the council but the party claims the borough is now better equipped to handle recycling than it was then.

Conservative plans to retain weekly collections but introduce reduced sized grey bins to promote recycling was rejected by the council earlier this year.



Residents to put their bins out by 7.30am on the day of collection.



AMM BIR Cllr Elaine Sherrington with one of the new small food waste collection bins

Doorstep deliveries of food waste bins

Household rubbish collections to go fortnightly

By MARK SMITH

mark.smith@bolton.gov.uk

TROUSANDS of food waste collection bins have been delivered across Bolton as the council begins for fortnightly bin collections.

From April 15, Bolton Council will be introducing a new weekly food waste recycling collection.

To replace for this, they will be delivering food waste recycling containers to black households across the borough which do not currently receive a green bin waste recycling collection service.

The food waste recycling containers will be delivered together with a kitchen caddy, a set of compostable liners and a leaflet explaining what can be recycled.

Fortnightly bin collections will be introduced on May 15.

Bolton Council's cabinet member for waste and recycling, Cllr Elaine Sherrington, said: "A large majority of residents already recycle food waste in their green bins and these new food waste containers will mean resi-

dents with small or no gardens will be able to recycle food without having to find the space for another bin."

All the food and garden waste collected is sent to be turned into compost and it is hoped the new bins will boost recycling rates across Bolton from 31 per cent to more than 40 per cent.

Cllr Sherrington added: "We appreciate this new system will mean that residents will see changes and will need to adapt."

"Although collection days may change, the time the bins are delivered will be a different time. There may be some disruption as the new collection bins start but we are asking everyone to be patient and understanding as we make these changes."

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Engaging with residents

With support from Enforcement Officers days of action were undertaken in areas where:

- residents were presenting incorrect bins on collection day
- not many recycling bins were out for collection
- fly tipping was apparent
- side waste was presented

COLLECTIONS

Estate given tips on how to empty bins

■ Council's day of action targets confused residents

By MARK SMITH
mark.smith@enqwa.co.uk

COUNCIL chiefs and waste staff hit the streets to help neighbours on a Bolton estate get to grips with new bin collections.

The authority changed from weekly to fortnightly grey bin collections last month in an effort to save money on disposal costs.

Instead it has



Some residents are presenting the incorrect bins
Laura Swann

introduced a weekly food waste collection and is encouraging more people to recycle.

In some areas residents have been putting extra waste out with their bins so the authority staged a "day of action" to help educate people on the new regime.

Cllr Elaine Sherrington, Bolton Council's cabinet member for recycling, joined education and enforcement officers at The Lakes estate in Crompton.

The group were joined by three volunteer translators as they chatted to residents to get their feedback and explain more about the council's new policy.



PERSONAL TOUCH Volunteer translator Rama Atif talking to resident Fatima Yusuf Chhipa and her husband Yusuf Chhipa

Cllr Sherrington said: "We've been working with local mosques and schools to get the message across."

"It's been going well but it's a big change and people just need to get used to it."

Laura Swann, assistant head of waste and fleet, added: "It's been going well."

"We'll see how today goes and may go to other areas."

Lena Street resident Fatima Yusuf Chhipa, aged 80, spoke through interpreter Rama Atif, a volunteer at Halliwell Ucan Centre.

She said: "I haven't had any trouble with the bin collections. I have had no problems with it at all."

A Bolton Council spokeswoman said work had already been done in the area.

She added: "For 11 weeks last year the community research team from Bolton at Home went to about 29,000 properties in a number of

wards. This included 6,825 properties in Crompton and the team spoke to 2,187 residents — 33 per cent — about recycling."

"The door knocking resulted in 327 recycling bin orders in Crompton alone."

"Whilst a great deal of work has taken place to educate and inform residents about how to manage their waste, there are still a number of problems with waste collection, particularly on the Lakes estate."

"In this area some residents are presenting the incorrect bins on collection days and there are continuing problems with fly tipping and the presentation of side waste."

Have You Been Poor Hospital

Whether you've suffered from

- Misdiagnosis
- Negligent care
- Botched surgery
- Ectopic pregnancy
- Prescription errors
- General injury

Asons Solicitors can help.

Awards – Managed Weekly Implementation

- Finalist for Best Communication Campaign by the CIWM
- Finalist for Best Service Team Waste Management & Recycling by APSE 2014
- Winner of Chief Executive's Special Award





Waste and Recycling performance

2013/14 and 2014/15

Roadshows and Events

2013/14	Events and Roadshows
Quarter 1	12
Quarter 2	12
Quarter 3	16
Quarter 4	14
Total	54



2014/15	Events and Roadshows
Quarter 1	19
Quarter 2	22
Total	41



Recycling bin Deliveries

Bin Type	2013/14	2014/15 (Q1 and 2)
Beige Bin	7905	3465
Burgundy Bin	8396	3349
Green Bin	4000	1885
Food Waste Container	2240	1108



Waste Audits

	2013/14	2014/15 (Q1 and Q2)
Number of Waste Audits Carried out	454	192
Properties approved	260 (57%)	100 (52%)
Properties provided with recycling information and containers.	198(43%)	92 (48%)



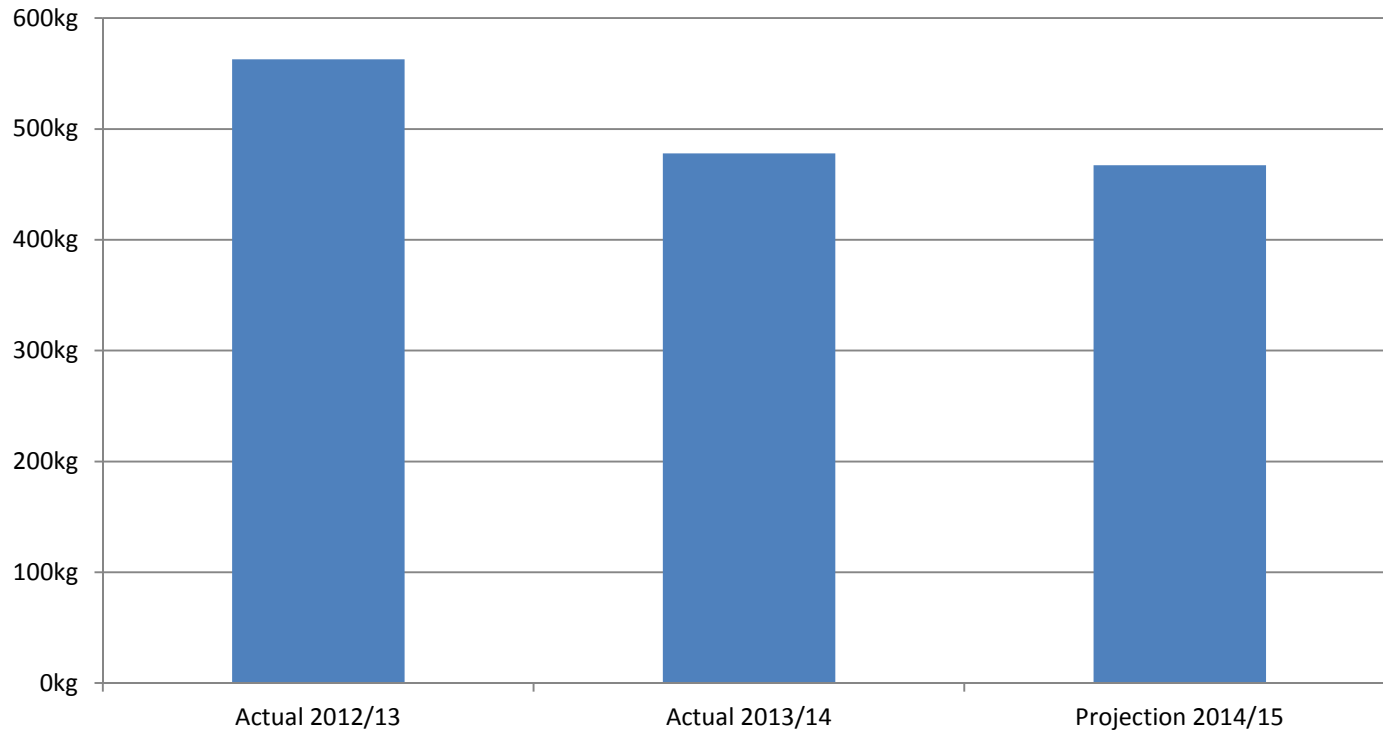
Assisted Collection

	2013/14	2014/15 (Q1 and Q2)
Additional assisted collections	474	196





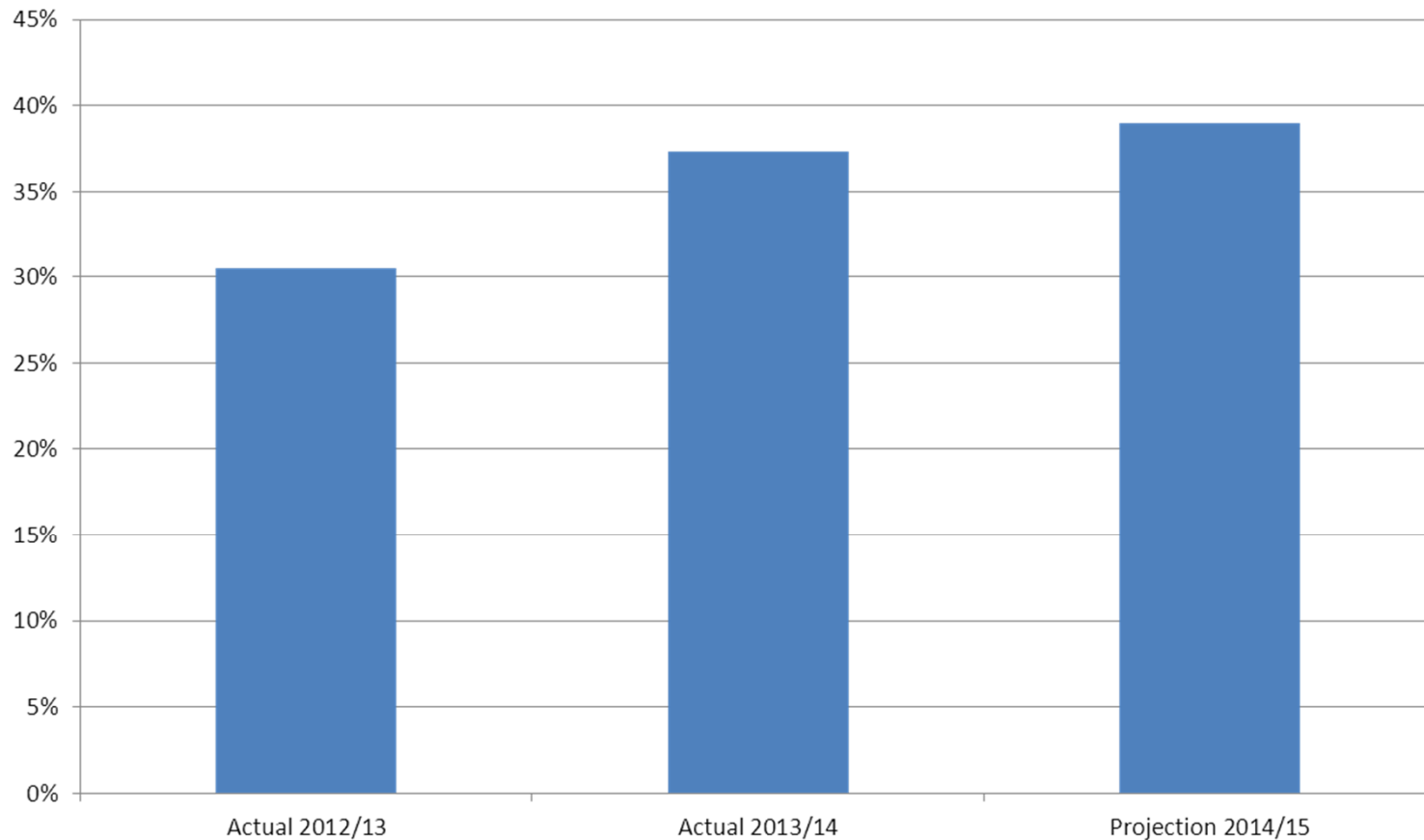
Kg of Household Waste Collected per Household



- The kg of household waste collected per household decreased significantly from 564kg 2012/13 to 478kg in 2013/14, with the introduction of Managed Collections
- A further decrease can be seen from 2013/14 to the projected figure of 467kg in 2014/15



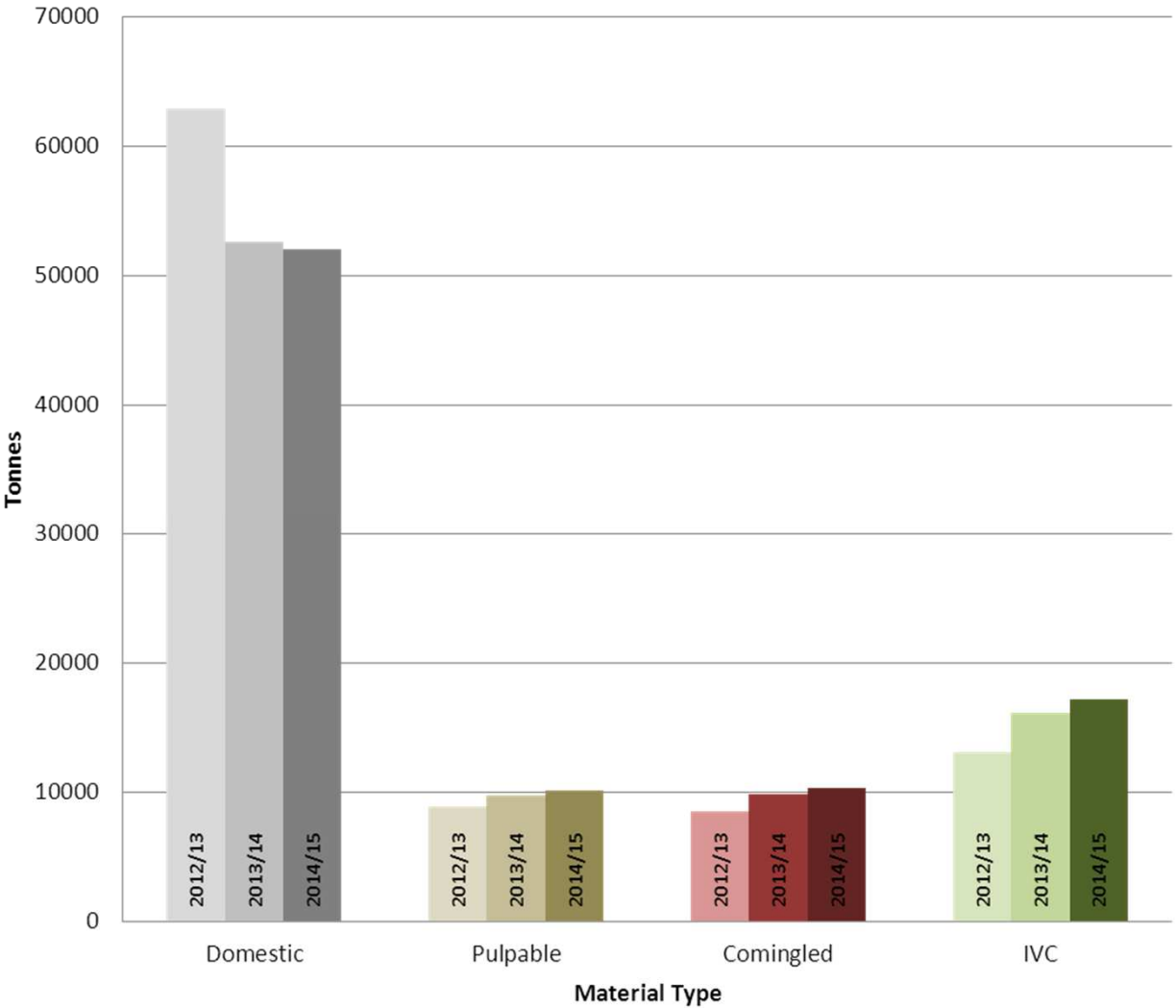
Recycling Rate Performance (%)



- The percentage of household waste recycled increased significantly from 30.48% in 2012/13 to 37.33% in 2013/14 with the introduction of Managed Collections
- A further increase can be seen from 2013/14 to the expected figure of 39% for 2014/15



Performance by waste stream 2012/13 – 2014/15



* 2014/15 Projected Performance



Impact on the Waste Disposal Levy

- The introduction of managed weekly collections has significantly reduced the amount of grey bin waste collected, which in turn has reduced our levy costs.
- Moving forward we need to work to continue to reduce the amount of grey bin waste we collect and increase recycling. This will prevent our waste disposal costs spiraling out of control.



In 2014/15 we are focussing on:

- Reducing the kg of residual waste collected per household
- Increasing the recycling rate
- Reducing contamination
- Changing behaviour

How will we do this?

Slim your bin

This was promoted through:

- Posters
- Websites
- Social Media
- Emails
- Bolton News

By the end of September 2014, 975 residents had chosen to downsize their grey bin.

Slim your bin for free

If you are using all the free recycling containers available to you, you may find that you are not filling your grey bin.

Do you know that you can now slim your bin and swap your standard grey bin for a slimmer version **free of charge**?

Why downsize?

- To protect the environment.
- The cost of disposing of grey bin waste is significantly more expensive than recycling.
- The slimmer bin is the same height than the original grey bin.
- The slimmer bin takes up less space and is easier to move around.

To slim your grey bin:
Email: wasteandrecycling@bolton.gov.uk
Call: 01204 336632

 recycle for Bolton

Bolton Council

GMWDA Life+

B3 Business Campaign – Johnson Fold

- Involved local businesses to support and reinforce kerbside recycling of paper and card, comingled and recycling.
- Residents were provided with a token to receive a free recycling bag at the local community shops.

B6 Recycling Games – Bolton University

- At the end of the Summer Term students donated clothes, bags, books, CDs & DVDs to British Heart Foundation
- At the start of the new term, we attended Fresher's Fair and repeated the successful Beat the Bin Man competition.



GMWDA Life+

B8 Culture – Rumworth

- To increase recycling in areas that have a high proportion of households with a mix of different faiths and cultures through a community event and producing a community activity book.

B9 Multifaith / Culture – Halliwell

- After meeting with residents, the theme that residents wanted to tackle was Fly tipping and the problems of back street waste. A workbook was therefore created. At the moment we are waiting on the results of the campaign.
- An Environment Week has held at the end of June which included litter picking, skip clear out, recycling talk, grow your own fruit and veg.

B10 Apartments Bags and Caddies

- The Pre monitoring has taken place and we are currently consulting with residents on what residents would like.



Right Stuff Right Bin Campaign

- Early 2014 the Right Stuff Right Bin Campaign was launched in Bolton.
- Worked with the WDA to tag bins to residents that were recycling right with a thank you tag and those bins that were not recycling right received a red tag. Over the three recycling collections the number of red tags given out reduced.
- Key 103 promoted the campaign on the Radio and held a Roadshow at Morrison's in Halliwell
- At the moment we are awaiting on the results of the campaign
- We feel it went really well and will have reduced contamination but is labour intensive
- Following this we think we should roll it out across all rounds but need to simplify



Partnership Working



At the end of June we worked with Bolton Council of Mosques (BCOM) to produce a food waste recycling campaign over Ramadan.

A poster was sent to all Mosques and information featured in the BCOM newsletter.

New and Improved Bulky Waste Collection Service

In partnership with Bolton Community Transport Furniture Services we will collect:

- Washing machines and tumble dryers
- Dishwashers
- Cookers and ovens
- Carpets and lino
- Sofas and armchairs
- Free standing wardrobes
- Tables (with or without glass) and dining chairs
- Mattresses, bed frames, bases and headboards
- Doors (with or without glass)
- Children's toys
- Garden furniture
- Old bikes

Collections can now be arranged from inside a property

We can pick it up



New and improved Bulky Waste Collection Service.

To find out more or to book a bulky waste collection service visit www.bolton.gov.uk/bulkywaste or call 01204 336632.



**Bolton
Council**

Door to Door Engagement

- From Wednesday 15 October until the end of November, they will be engaging with residents on the doorstep in the following collection areas
 - Red Monday
 - Red Wednesday
 - Red Friday
 - Blue Monday
- Engaging with Low to Medium Performing Areas
- Aim to:
 - Increase items that can be recycled
 - Reduce Contamination
 - Provide recycling containers
- Received £30k from WRAP to funding from the Waste Resources Action Programme (WRAP) to enhance communications



WRAP Funding

The Waste and Recycling Team have been successful in their application for £30,000 funding from the Waste Resources Action Programme (WRAP).

The funding is to enhance the communications for the door stepping campaign to 43,000 households through the design and print of:

- Leaflets
- Sorry we missed you card
- Pull up banners to promote puplables, comingled and food and garden waste collection service at roadshows and events
- Advert in the local council paper
- Stickers for grey bins
- Vehicle Signage on:
 - 11 x Domestic rounds
- Vehicle signage on the promotional van
- Promotional items for roadshows and events



Recycling Calendars

The new 2014-15 Waste and Recycling Calendars will be delivered to all households throughout October and November.

The calendars include :

- What goes in the bins
- Collection Calendar
- Christmas Collections
- Slim your bin
- Email Messenger Service
- Bulky Waste Collections
- Household Waste Recycling Centres
- FAQs

