

Cotswold District Council Waste and Recycling Service Redesign
Frequently Asked Questions as @ 19/08/2019

General	
When does the new service start?	The new service will begin on 18 March 2020. Full details can be found in the information pack (letter, instruction leaflet and calendar) which residents will receive week commencing 03 February 2020. To find out more, and to check whether your collection day has changed, visit: www.cotswold.gov.uk/cotswoldrecycles
I have received a blue bag and grey outdoor food waste bin. What do I do with them?	<p>You may have received your containers before your information pack arrives in the post (week commencing 03 February). The information pack contains instructions on how to use the new services.</p> <p>Please keep your new blue reusable cardboard bag and new grey outdoor food waste bin until the new service starts in March 2020. From that date onwards you can put brown corrugated card, grey and white card and greetings cards in the blue bag and present it at the kerbside for collection on the same day that your recycling boxes and white recycling sack are collected.</p> <p>Please put out your new grey outdoor food waste bin on your weekly collection day. We'll no longer collect food waste which has been put out in green garden waste bins because it will now be treated using a different composting process. It is really important and complies with the Animal By-products Regulations which require food waste to be treated differently to stop future outbreaks of Foot and Mouth Disease.</p> <p>If you have too much cardboard for your blue bag, please store it and put it out over several kerbside collections or take it to a Household Recycling Centre (to find the location of your nearest site visit www.recycleforgloucestershire.com)</p>
How often will collections be made?	<p>Refuse collections will continue on a fortnightly basis.</p> <p>Food waste collections will continue on a weekly basis. Food waste will be collected separately from garden waste and will need to be presented in the new grey outdoor food waste bin that each household will receive.</p> <p>Use your green kitchen caddy to collect food waste from the home. Simply line the caddy using compostable liners, paper liners or newspaper. Alternatively, use old supermarket carrier bags, pedal bin bags, bread or</p>

	<p>sandwich bags. If you need a kitchen caddy call 01285 623123 or use our online order form.</p> <p>Recycling collections will continue on a fortnightly basis. You'll be able to recycle more items at the kerbside (see details below) and you'll receive a new blue reusable bag for cardboard.</p> <p>Garden waste will be collected fortnightly if you subscribe to this service, once the changes come in from March onwards.</p> <p>Please note: Collection days will be changing for some residents. The information pack being sent to you will include details about when your collections are going to be made, along with a collection calendar. Once the new service has started, you can check this online at www.cotswold.gov.uk/cotswoldrecycles</p> <p>The crews might also visit at a different time under the new service so all containers must be presented for collection by 7am on the scheduled day. Please make sure the food waste bin can be easily seen so it's not missed.</p>
<p>Why are you making changes to the collection days?</p>	<p>We've seen a noticeable increase in the population of the district, with many people moving into newly built properties. This has had an increasing impact on the efficient running of waste and recycling collection rounds, resulting in too much work for crews on some days and not enough on others. So we're reviewing the rounds so that we can get the most out of our current resources and also manage the impact of further property development over the next few years. Otherwise the cost of the service would increase for council tax payers because we'd need to buy new trucks and the hire extra crews on certain days.</p>
<p>Do the collection day changes affect everyone?</p>	<p>We estimate that the changes we're making will affect approximately 14% of households in the district.</p>
<p>Will there be further collection day changes?</p>	<p>We don't have any further plans to change collections days at the moment. However, we'll be reviewing the changes made to the garden waste service and we may need to change collection days for a small number of residents to improve efficiency – we'll make sure any additional revisions are kept to a minimum and all affected households will be advised of any further changes in advance.</p>
<p>If my collection day is being changed will I have to wait for more than two weeks before I receive my next collection?</p>	<p>If you're affected by the changes and find that your first revised collection date (whether it is for refuse or recycling) will occur more than two weeks after your previous collection date under the previous system, you will either be able to present additional waste on your first collection date or will be provided with an additional one-off collection. You'll receive more detail on this in the information pack which will be sent out during</p>

	February 2020.
Can I order more recycling boxes?	Yes, you can order more boxes using our online order form , email cdc@cotswold.gov.uk or call 01285 623123. Recycling boxes are normally delivered within a month of the request but, due to the increased volume of recycling boxes requested, this may take longer. Each household can have up to four recycling boxes.
What do I do with my old blue cardboard sack/s?	Unfortunately, the old blue cardboard sacks are non-recyclable. They can be disposed of in your grey wheeled refuse bin or if you wish, repurposed and reused at home.
I live on my own and/or do not have room for more than one box. Do I have to use two boxes and separate my recycling?	If you live on your own and do not generate much recycling, or do not have room for more than one box, you can put glass and paper in one box but please put them at opposite ends to make sorting quicker for the crews. Please use the new blue bag for cardboard and the white sack for plastics/tins/cans/foil/cartons.
I live in a small house and don't have room for a blue bag – can I put toilet rolls and cereal boxes in my recycling box?	Unfortunately, no. Any cardboard items must be put in the blue bag provided.
I have put my recycling/refuse/garden waste out on the correct day but my collection was missed, what do I do?	Please report a missed collection to customer services by e-mail cdc@cotswold.gov.uk , call 01285 623123 or report it online and we'll make sure that the crew returns. You must report a missed collection within two working days following your collection day. Crews normally return the following day, but this may take a little longer immediately after the service change so please leave your bins, boxes, food caddy, blue bag or white sack out at kerbside until collected.
I put my bins out on the wrong day, what do I do?	If this occurs in the first 2-4 weeks after the service change please e-mail cdc@cotswold.gov.uk or call 01285 623123. They will request that the crews return where possible - however, this cannot be guaranteed, and you may need to wait until your next collection day or if convenient take any excess to a Household Recycling Centre.
I live in a flat – are my collection days changing?	If your collection day is changing you will receive a letter which will state which day your waste/recycling will be collected.
I live in a flat with communal refuse and recycling containers	Please contact your landlord or managing agent who will also be receiving information about the new service.

which are kept in a bin store. How do we access the service?	If they are unsure, contact us by e-mail cdc@cotswold.gov.uk or call 01285 623123.
I have an assisted collection, will this continue?	If you have previously registered for this service, you will still receive it. If you are having difficulty putting your bins at the kerbside for collection and need assistance e-mail cdc@cotswold.gov.uk or call 01285 623123.
Recycling	
What will I be able to recycle?	<p>You will be able to recycle more at home. In addition to the current items, you will also be able to recycle cartons (Tetra Paks), textiles and shoes, clean foil, small waste electricals (WEEE) and household batteries. Please use:</p> <ul style="list-style-type: none"> • one recycling black box for all paper • a second black box for all glass bottles and jars (rinse before recycling) • the new blue reusable bag for all cardboard – both grey and brown coloured cardboard can go in together (the collection teams can only take cardboard which is presented in the blue bag) • the white reusable bag for all plastics (bottles, pots, punnets, tubs and trays), cans, tins and aerosols, clean foil, and all cartons/Tetra Pak (rinse before recycling and please squash bottles before replacing the lids to reduce their volume) <p>Old clothes (textiles) and shoes can be put in separate old carrier bags with the handles tied to keep them dry (textiles in one bag, shoes in another bag) and presented in either of your recycling boxes with the lids on. Please note textiles and shoes must be kept clean and dry or they cannot be accepted.</p> <p>Small electrical items like toasters, irons, DVD players, remote controls, mobile phones and handheld power tools can be put in a separate old carrier bag with the handles tied and put out in either of the recycling boxes.</p> <p>Household batteries can be put out in a separate tied old carrier bag and placed in either of the recycling</p>

	<p>boxes.</p> <p>Please remember that good quality clothes and paired shoes can be donated to charities – either to a shop or in the bags that charities post through your door.</p>
<p>Why should I separate my recycling now, why can't the crews continue to do this?</p>	<p>The council sells the material it collects for recycling and it is worth more if it is clean and better sorted. The money we receive offsets some of the collection costs and helps to keep down the cost of your council tax. It can take a lot of time for collection crews to sort recyclable materials at the kerbside, all the while using expensive fuel and creating carbon. To support the new service, and to make sure it's as cost effective as possible, it's important that residents sort their recycling in to the correct boxes and bags, as this will help us speed up collections. This means the crews will spend less time blocking roads and pavements, providing another benefit to Cotswold residents and visitors.</p> <p>Under the new service, any recycling which is incorrectly presented will not be collected.</p>
<p>Will you collect cartons (Tetra Paks)?</p>	<p>Yes, cartons (Tetra Paks) can be put in your white reusable sack along with mixed plastics, clean foil and cans/tins – please rinse out and squash them before recycling.</p>
<p>Why do you collect cartons (Tetra Paks) as part of the new service but you couldn't do it before? What happens to the used cartons?</p>	<p>Previously cartons (Tetra Paks) could only be recycled by taking them to one of our public 'bring' sites due to the high costs involved in processing them. However, following requests made by residents, the council has worked hard to secure an affordable arrangement, and under the new service you will be able to recycle all cartons at home.</p>
<p>Will you collect foil?</p>	<p>Yes, clean foil can be put in your white reusable sack along with mixed plastics, cans/tins, aerosols and cartons (Tetra Paks) or taken to one of the 'recycling bank' sites.</p>
<p>I live in a flat – where do I leave my textiles and small electrical items?</p>	<p>Your textiles, small electrical items and household batteries must be left either in the designated area in your bin store or placed in your recycling boxes if you put these out for kerbside collection. Please remember that these items can only be presented in a tied old carrier bag and textiles must be kept clean and dry. We cannot collect dirty or wet textiles and shoes - these will be rejected.</p>
<p>What happens if my textiles/shoes get wet while waiting to be</p>	<p>We're unable to collect wet textiles/shoes, so please make sure they are put in an old carrier bag with the handles tied and place them in either recycling box with the lid on and if possible, weighed down with a small</p>

collected?	stone or brick to stop it blowing away.
Is there a limit to the number of textile/shoe bags I can present?	<p>There is no limit, but everything must be put in old supermarket sized carrier bags with the handles tied and presented in one of the recycling boxes to keep them dry. If you have a lot of old textiles and shoes, please consider donating those in good condition to charity shops or using the textile recycling banks located around the district.</p> <p>We're unable to collect dirty or wet textiles/shoes.</p>
Can I use the textile collection to recycle pillows and duvets?	We're not able to take larger items of textiles such as duvets, pillows, cushions or similar. These larger items will need to be taken to the Household Recycling Centre for disposal.
Where can I dispose of an excess of recyclables, household waste or large items, such as large electrical items?	<p>If you have an excess of recyclables, household waste or large items you can take them to the Household Recycling Centre located at Fosse Cross, six miles north of Cirencester off the A429 near the Hare and Hounds public house, Cirencester, Gloucestershire GL54 4NW. Please note: The site is closed on Tuesdays.</p> <p>Alternatively, we offer a bulky waste collection service for larger items such as white goods, three piece suites, mattresses, bedroom and dining room furniture and large electrical items for a small charge. To book a collection please call 01285 623123.</p>
What do I do with shredded paper?	Shredded paper must be placed inside an envelope or paper bag and put in the paper recycling box or taken to one of the 'recycling bank' sites or a Household Recycling Centre .
Food waste recycling	
What do I do with my food waste?	<p>Food waste should be put in your new grey outdoor food waste bin and presented for collection every week by 7am in the same place where you leave bins and recycling containers for collection. A separate crew is responsible for food waste so this may be collected at a different time from your refuse or recycling. Please make sure the outdoor food waste bin can be easily seen so it is not missed.</p> <p>Use your kitchen caddy to collect food waste from the home. Simply line the caddy using compostable liners, paper liners or newspaper. Alternatively, use old supermarket carrier bags, pedal bin bags, bread or sandwich bags. If you need a kitchen caddy call 01285 623123 or use our online order form.</p>

<p>Why is food waste now being collected separately?</p>	<p>It's really important to keep food waste separate from garden waste; the Animal By-products Regulations require food waste to be treated differently to stop future outbreaks of Foot and Mouth Disease. As a result, we will no longer collect food waste which has been presented in green garden waste bins.</p> <p>Food waste will be treated in an anaerobic digester which will heat the waste to a high enough temperature to kill any diseases, with the additional benefits of producing energy and a food-grade fertiliser for farming.</p>
<p>Why should I recycle food waste?</p>	<p>Commonly 30% of household refuse is made up of food waste. Collecting it separately means we can take your food waste to an anaerobic digestion processing plant where it is used to create renewable energy and produce a nutrient rich fertiliser.</p> <p>In addition, by recycling your food waste weekly your household refuse bin will be cleaner, less smelly and gives you the opportunity to recycle more of your waste.</p>
<p>What is anaerobic digestion?</p>	<p>Anaerobic Digestion uses microorganisms to break down food waste, animal manure, slurries and energy crops in the absence of oxygen, inside an enclosed system. As it breaks down it gives off methane, which is collected and converted into biogas and used to generate electricity, heat or transport fuels. It also creates a nutrient-rich digestate that can be used as a fertiliser for agriculture and in land regeneration.</p> <p>Find out more about how food waste is processed</p>
<p>Can I still put food waste into my garden waste bin or my garden waste bags?</p>	<p>No, it's important you do not put your food waste into your garden waste collections. We've changed the way your food and garden waste is processed and they mustn't be mixed. We'll no longer collect food waste which has been put into green garden waste bins because it will now be treated using a different composting process. It's really important and complies with the Animal By-products Regulations which require food waste to be treated differently to stop future outbreaks of Foot and Mouth Disease.</p> <p>Any garden waste which is contaminated with food waste will not be collected and you will have to separate it out before the next collection.</p>
<p>Can I still present my green 10 litre kitchen caddy at the kerbside instead of my new grey food waste caddy?</p>	<p>No, please place your new outdoor food waste bin at the kerbside. We've found that the kitchen caddies can be quite fragile, and we've had to replace a lot at unnecessary cost.</p> <p>Please make sure you place your new outdoor food waste bin where it's visible to the collection crews, so they don't miss it.</p>

<p>What can I put in my food waste bin</p>	<p>All raw and cooked food waste including leftovers and spoilt/mouldy food:</p> <ul style="list-style-type: none"> • Food - cooked and uncooked • Raw and cooked fruit and vegetables • Meat and fish, including bones and skin • Cheese and other dairy products • Eggs and egg shells • Small amount of liquids, oil and fat (including solid fats such as lard) • Bread, cakes and pastry • Rice, pasta, beans and cereal • Tea bags and coffee grounds • Newspaper, old plastic bags or compostable liners to line your caddy/bin • Cat and dog food • Animal hair • Uneaten food from your plates and dishes • Used kitchen roll and paper tissues <p>Please remove food from all packaging.</p>
<p>What can't I put in my food waste bin?</p>	<p>Please do not put any of the following materials in your food waste bin:</p> <ul style="list-style-type: none"> • Packaging of any kind • Metal and glass • Any other household wastes • Animal faeces • Animal bedding • Pet litter • Pet carcasses • Cardboard (please recycle in blue bags) • Nappies
<p>I don't need to use this service as I compost at home already.</p>	<p>We would encourage you to continue composting at home, we have a special offer available on compost bins at www.getcomposting.com or call 0844 571 4444.</p> <p>Items such as meat, fish, bones, cooked food and dairy products which should not be composted at home, but</p>

	can be recycled using the food waste service.
I live in a flat – will I be able to use this service?	If you live in a house divided into flats where you already have your own wheeled bins, you will most likely be able to have food bins. If you do, please number your bin so you know which is yours. If you live in a block of flats with a communal bin store, there will be a food waste bin already in place so please empty the food waste from your new grey caddy into it.
How do I keep my kitchen caddy and food waste bin clean; can I line them with anything?	<p>Your kitchen caddy and outdoor food waste bin are dishwasher proof or you could rinse them out with old washing up water but if you wish to line it you can either:</p> <p>Line the caddy using compostable liners, paper liners or newspaper. Alternatively, use old supermarket carrier bags, pedal bin bags, bread or sandwich bags.</p> <p>So that the newspaper or bag is taken along with the food waste, make sure that the newspaper is wrapped completely around the food waste or that the top of the bag is tied up. Our crews will not remove newspaper or bags which are stuck to the inside of a food waste container after it has been emptied.</p> <p>Please do not wrap food waste in foil or other food packaging as this will contaminate the composting process.</p> <p>If you need a kitchen caddy call 01285 623123 or use our online order form.</p>
What can I do about animals and vermin?	Keep your grey outdoor food waste bin locked to keep smells inside and animals out. The lock is operated by pressing the button on the lid. The design of the outdoor food waste bin has been tried and tested very successfully across many parts of the country, in both urban and rural locations.
How will I know which food bin is mine after collection?	Please put your house name or number on the outdoor food waste bin. This will reduce the risk of missing bins or confusion after they have been emptied.
Can I have an extra grey food waste caddy?	Please try the service first and look at reducing the amount of food waste produced. For tips on reducing food waste please visit www.lovefoodhatewaste.com . If you have a large family and need an extra outdoor food waste bin, e-mail us at cdc@cotswold.gov.uk , call 01285 623123 or use our online form .
If I've grown something in the garden e.g. apples, is it food waste or garden waste?	<p>Fruit and veg grown in a garden such as windfall fruit is classed as garden waste and can go in your garden waste wheeled bin (if you have subscribed to the service), however anything you bring inside to the kitchen becomes food waste and should go into your outdoor food waste bin.</p> <p>Please don't over fill your garden bin with windfall fruit, this is very heavy and could cause the bin to snap off</p>

	the bin lift during the emptying cycle. They are also hazardous for crew members to move so overweight bins won't be collected.
Refuse	
Is there any change to what I should put in my grey wheeled bin?	<p>All recycling items should be presented in one of the recycling containers.</p> <p>Anything else that cannot be recycled can go inside your grey wheeled refuse bin. Please make sure the bin lid is fully closed (plastic to plastic) when you present it for collection, otherwise it will be rejected and the crew will not return until the next scheduled collection day. It's the householders' responsibility to make sure that the bin lid is fully closed when it is next presented. Once collected, your refuse is compacted and sent to an energy from waste facility for energy recovery – you can find details about the Energy from Waste Facility at www.gloucestershire.gov.uk</p> <p>Please remember that garden waste must not be placed in your grey wheeled bin, just refuse. You can subscribe to the garden waste service by visiting the website www.cotswold.gov.uk or call us on 01285 623123.</p>
What can't I put in my grey wheeled refuse bin?	<p>Please do not put the following materials into your grey wheeled bin:</p> <ul style="list-style-type: none"> • Anything that you can recycle • Garden Waste • Food Waste • Soil, rubble, tiles bricks – basically no DIY waste • Large bulky items • Waste electrical and electronic items • Hazardous materials such as asbestos, car batteries, plasterboard etc. • Paint tins containing liquid paint – dried up and empty ones are fine.
I have got some additional refuse which won't fit in my grey bin, what should I do with it?	<p>Any non-recyclable refuse put out in black bin bags alongside or on top of your grey wheeled bin or beige bag will not be collected, except during the two-week Christmas holiday period when we will collect additional 'side waste' during your first full collection after Christmas.</p> <p>If you have an excess of household waste, you can purchase additional beige sacks at 84 pence each from the</p>

	<p>Council offices in Trinity Road, Cirencester, or the Moreton Area Centre. These are useful on occasions when you generate extra waste - for example parties and house moves.</p> <p>Excess waste can also be taken to your Household Recycling Centre at Fosse Cross, six miles north of Cirencester off the A429 near the Hare and Hounds public house, Cirencester, Gloucestershire GL54 4NW. Please note that the site is closed on Tuesdays.</p> <p>We offer a special collection service for residents who can't use or travel to the household recycling sites across the district, to recycle or dispose of large bulky household items. The contractor we use for this collection service is committed to recycle as many of the items they collect as possible. To book and pay for a bulky item collection please ring us on 01285 623123.</p> <p>Families of five or more permanent residents and/or households with coal ash or clinical waste can request an additional bin or sacks, subject to an application form being completed and assessed by council officers. Please contact us to apply for this option.</p> <p>Families with two adults and two or more children under 4 years old in nappies can apply for a one-off allocation of 100 beige sacks that would last for two years. Please contact us to apply for this option.</p>
Garden waste	
I don't have a garden waste collection, how do I subscribe?	<p>You can subscribe to the fortnightly collection service which runs from 1st April – 31st March the following year. You can have a wheeled bin or use sacks. You can subscribe to the garden waste service by visiting the website www.cotswold.gov.uk or call us on 01285 623123.</p>
What can I put in my garden waste bin?	<p>Put all compostable garden waste in your bin, including:</p> <ul style="list-style-type: none"> • Grass cuttings • Leaves, bark and tree prunings • Twigs and small branches up to 5cm (2in) across • Tree stumps up to 10cm (4in) across • Bedding from herbivore pets (rabbits and guinea pigs etc) • Cut flowers • Plants and weeds • Windfalls from the garden

	<ul style="list-style-type: none"> • Vegetable waste from the garden (e.g. potato tops) • Real Christmas trees (cut into 2-3ft sections and remove decorations) • Kitchen roll • Tissues • Cold wood ash
<p>What can't I put in my garden waste bin?</p>	<p>Please do not put the following materials into your garden waste bin:</p> <ul style="list-style-type: none"> • Food Waste • Plastic bags, pots or seed trays • Ceramics or crockery • Bricks, stones or soil • Metal or glass • Any other household waste • Turf • Cat and dog faeces or bedding • Waste from non-vegetarian pets (cats, dogs etc) • Herbicides and pesticides • Fencing and posts • Cardboard (please recycle in your blue bag)
<p>Can I still put food waste into my garden waste bin or my garden waste bags.</p>	<p>No, it is important you do not put your food waste into your garden waste collections. We've changed the way your food and garden waste is processed and it's important that it's not mixed. We'll no longer collect food waste which has been presented in green garden waste bins because it will now be treated using a different composting process. It's really important and complies with the Animal By-products Regulations which require food waste to be treated differently to stop future outbreaks of Foot and Mouth Disease.</p> <p>Any garden waste which is contaminated with food waste will not be collected and you will have to separate it out before the next collection.</p>
<p>I subscribe to the garden waste bag scheme – how do I know when my garden waste bags will be</p>	<p>Garden waste sacks will be collected fortnightly when the new service begins. Please check our online search facility to find out more about your collection.</p>

collected?	
What happens to the garden waste collected?	The garden waste collected will be composted and used as a soil improver on farmland, to help grow new crops.