

## Recycling & Waste Briefing Note SEPTEMBER 2019

### Garden waste service re-subscriptions

There have now been circa 26000 subscribers to the garden waste service and permit packs have been sent out to all subscribers.

The permits themselves have been well received by service users and collection teams. Collection teams do have an electronic list of subscribers but the permits assist in communal collection scenarios where residents place their bins out in a group for collection in particular

New subscribers should expect up to a 10 day wait time for a permit to be printed and posted however once paid the customer can present their bin(s) for collection.

### Urbaser call centre provision update

Infrastructure work has now been carried out at the Urbaser call centre. This work included the re-introduction of a suitable answerphone message which tells the customer that they are on hold.

The number of calls into the Urbaser call centre has significantly reduced of late and customers are reaching call handlers successfully. Work is being carried out with Urbaser to ensure that this continues.

The report it function on the Councils website is fully operational and approximately 40% of missed collection are being reported via this method. Further work to introduce other service requests online is being carried out.

### Communications

The shared client team recently attended the Royston Arts Festival. Engagement work included encouraging children to design their own reusable cotton bags. They were also distributing caddy liners and offering advice on reducing, reusing, recycling and composting.

The communications team have been sharing the national campaign #InOurOwnHands through social

media. Our Waste Awareness officer is working on a programme which will see officers going into schools providing information and practical advice which supports the reduction of single use plastics. It is hoped to deliver this to as many school as possible across the district.

The Christmas bin hanger that provides residents with details of revised collection arrangements over the festive period will have a plastic free make over. The current hanger is made from plastic and not recyclable material but for Christmas 2019 there will be a move to a cardboard version that will be shower proof and importantly recyclable!

### Waste and recycling collections update

There has been a noticeable improvement collection services. This has been seen through the number of missed bins and complaints received.

Work is ongoing with Urbaser to build on this improvement.

### Recycling related social media post

From Twitter:  
"As the majority of plastic items have a number in the #recycling symbol, it would be really useful if you actually listed the ones you can pick up from the kerbside on the leaflets."

Unfortunately the plastic types can actually complicate matters. For example a yogurt pot (which we can accept in the grey bin) is type 6 Polystyrene. Other examples of type 6 plastics include foam feel takeaway containers, white polystyrene packaging materials and even rigid car parts none of which would can be accepted in the grey bin. If you are not sure if a plastic item can be recycled check out our A-Z recycling guide available online.

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