

Get ready for Recycle More



What is Recycle More?

A new recycling service for Somerset, allowing people to recycle more from their kerbside every week. Most people in Somerset are recycling. We are

making it easier for everyone to recycle even more which will reduce waste, protect the environment and help tackle climate change.

When are things changing?

Recycle More will be introduced in four phases over around 18 months and a detailed timetable will be agreed shortly. We cannot do it all at once because we need to update depots as we go (so

they can handle extra recycling) and we want to be sure we can give help and guidance to those who need it.

Mendip will be the first area to receive the new service.

Why Recycle More?



Somerset has a recycling record to be proud of, but we can do even better. More than half the contents of the average Somerset bin could have been recycled and rates have stayed roughly the same for eight years.

We expect Recycle More to boost recycling reducing the waste in Somerset's rubbish bins by 15% – saving

materials, energy and cutting everyone's carbon footprint.

90% of our recycling stays in the UK and we are aiming to get that to 100% if possible.

Recycle More is also due to cost around £2m less per year – savings for all members of the partnership to spend on services.

What is changing?

Collecting more recycling from the kerbside

As well as all the things we already collect, **the following extra items will be picked up every week:**

- Plastic pots, tubs and trays
- Food and drinks cartons
- Small household batteries
- Small electrical items

We will also be expanding recycling at schools and homes with communal collections.



Three-weekly rubbish collections

Recycling more means more space in rubbish bins. So, rubbish will be collected every three weeks rather than fortnightly. This was trialled successfully in Somerset and is used by millions of people in other parts of the country.

New collection days

Many households will have new collection days as new collection routes start. **Everyone will be sent a calendar confirming their collection days before the service begins.**



Introducing the Bright Blue Bag

A new recycling container will be delivered to all households before the first Recycle More collection.

It will be for all your plastics and metals:

- Plastics bottles, pots, tubs and trays
- Food and drinks cans
- Foil and aerosols.

It's tough and hard-wearing, base-weighted, Velcro-fastened and folds flat.

Remember, nothing changes until you get your Bright Blue Bag

What will go where?

With new items collected in the **Bright Blue Bag**, what goes into which recycling container is changing. **This is how recycling should be sorted.**



Doing more online

We will use Recycle More to encourage people to make use of what SWP offers online. This includes how to prepare for the new service – ordering containers or raising any concerns.

My Waste Services (MWS)

- Report missed collections
- Request containers, clinical and assisted collections
- Request and pay for garden waste sack collections
- Compliments and complaints

SWP account

- All the MWS functions, plus
- See the full history of your transactions with SWP
 - Receive useful service info and updates.
 - Download your collection days into your device's calendar

Communication

To get the most from Recycle More, we need to change behaviours - people will need to do things differently.

SWP will communicate and engage widely, raising awareness, providing information and advice, and exciting residents about the new service.



- SWP will write to everyone twice before the new service starts, at six weeks and three weeks before launch. This will include detailed information about what goes into what recycling container and an individual collection day calendar.
- Stakeholders such as county, district, parish and town councils, and community groups, will receive information and updates. We hope you can play an active role in raising awareness of Recycle More and preparing people for it.

Here to help

Somerset trials and experience elsewhere show that, with guidance and support, three-weekly rubbish collections work well.

People can recycle more, so there is much more room in their rubbish bin.



We want to address questions and worries **before** Recycle More arrives.

What support is available?

- Website information somersetwaste.gov.uk/recycle-more
- Customer services briefed in advance, contacts prioritised
- Extra staff dedicated to Recycle More
- Online engagement through social media, including Facebook Q&As

Requests for more space

We expect some requests for extra space for their rubbish, for example from larger families, families with children in nappies and people with certain medical needs. These should be raised via the usual routes:

- Online (using the My Waste Services portal or 'My Account')
- Telephone calls to district council Customer Services

Contacts will be prioritised and handled by dedicated staff as required.

Everyone will be encouraged to check they have the right containers, manage their waste and make full use of weekly recycling collections.

Requests can be followed up with telephone calls and visits, and extra space (a larger bin or stickers for rubbish sacks) arranged if essential.

Please note, we are helping to fund support groups that help people switch to reusable nappies.

Find out more

somersetwaste.gov.uk/recycle-more

Sign up for our regular e-newsletter

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