**Briefing 2 Update for Area Forums/Parish Liaison meetings – 30 January 2017**

**Update on changes to rubbish collection services from November 6 2017**

Plans are progressing well for the move to every other week rubbish collections. This briefing aims to summarise key updates from our first briefings in autumn 2016.

**Summary of service change**

Most households across Bath and North East Somerset will be changing to every other week collection for their rubbish. We will be providing every household with either a wheeled bin or a re-useable rubbish bag for the storage and collection of rubbish.

Recycling collections, including food waste will remain weekly and our emphasis will be on encouraging residents to use this weekly service to its maximum potential.

Over 70% of UK councils including all our neighbours in Bristol, North Somerset, Somerset, Wiltshire and South Gloucestershire, are already running every other week collections for rubbish in wheeled bins and weekly recycling collections. They are seeing the benefits including reduced street mess, cost efficiencies and collecting more recycling (instead of rubbish).

**Look out for your letter**

In March all households will receive a personalised letter informing them how the changes will affect them. To reduce postage costs the majority of residents will receive their letter in the envelope with their Council Tax Bill. Letters will be posted out from 9th to 13th March. We would appreciate your help to advise residents to look out for and read this important letter.

* This letter will let residents know whether we have allocated their property a wheeled bin or re-useable rubbish bag for rubbish collection, and the frequency of their rubbish collection. The letter is for information and no response is needed. It will also explain what to do if they are concerned that the container we have allocated is not appropriate for their specific property, or if despite recycling all they can, they feel that their household will not manage with the allocated container
* We are also creating a ‘look up’ tool on our website so residents can enter their address to check what container we have allocated their property if they lose or mislay their letter. This will be available when the letters go out
* We will write separately to our residents who are currently registered for an Assisted Collection (those who require the help of our crews to carry their rubbish and/or recycling to an agreed collection point). They will be asked to complete a form to update their details to re-apply for an assisted collection if they still need help. For some residents wheeled bins will be much easier for them to manage

**Collections start date and container deliveries**

* The new rubbish collection will start from the week beginning Monday 6 November
* Container deliveries will start from September but bins will be sealed, telling residents not to use them until the date the new collection starts. Containers will be delivered with a full instruction pack and collection calendar showing their **collection day** which may change from their current day. We will be changing rounds so there are also likely to be changes to their usual **collection time,** so everyone will be reminded again to make sure their recycling and rubbish is put out by 7am on their correct collection day.
* Waste doctors will be available through an online appointments booking system, to visit households to give advice to help residents make the best use of their recycling collection service.
* It is likely that residents will need more recycling containers to help them get ready for the change, so please encourage them to order **free** containers online [www.bathnes.gov.uk/orderacontainer](http://www.bathnes.gov.uk/orderacontainer)
* Our website is being updated as details are confirmed and more FAQs added so please encourage residents to check back here [www.bathnes.gov.uk/recycle](http://www.bathnes.gov.uk/recycle) for updates.
* Like our facebook page [www.facebook.com/recyleforbathnes](http://www.facebook.com/recyleforbathnes) to receive updates and tips to recycle more. It will also showcase our residents in our campaign this year (see below)
* We have arranged roadshows at community venues in February/March, before the letters are delivered - see details here [www.bathnes.gov.uk/roadshows](http://www.bathnes.gov.uk/roadshows) and we will be adding dates to this throughout the year. There will be an opportunity for residents to view the bins and re-useable rubbish bags and get advice and tips from our Waste Campaigns Team to help everyone recycle all they can to get ready for the change. If you would like to invite us to hold a roadshow at a community event please email [wastecampaigns@bathnes.gov.uk](mailto:wastecampaigns@bathnes.gov.uk)
* Our Waste Campaigns Team can offer talks to community groups about the changes and how to make the best use of the recycling service including practical tips. We can also talk you through what happens to the recycling we collect – please email us to find out more or book a talk at [wastecampaigns@bathnes.gov.uk](mailto:wastecampaigns@bathnes.gov.uk)

We need you!

We have issued a ‘*Call out’* for residents to star in our recycling campaign this year. We need all kinds of resident recyclers to star in our campaign in 2017. Instead of using generic pictures, we want real Bath and North East Somerset residents! We want you to show us how you recycle, to encourage others to recycle more, and to help them get ready for the change to every other week rubbish collections starting in November.

We want your stories, photos, videos and recycling tips to share with others and are keen to hear from individuals and groups – including schools, families, housemates, work groups – how do you do it in your home/school/workplace?

We want to use your photos and stories mainly for our social media campaign.

Find out more <http://www.bathnes.gov.uk/services/bins-rubbish-and-recycling/recycling-and-rubbish-collections/latest-recycling-updates>

For those who are too shy themselves – nominate someone you know who recycles regularly!

**Contact us**

To contact us please email [wastecampaigns@bathnes.gov.uk](mailto:wastecampaigns@bathnes.gov.uk)

Waste Services January 2017