

## **Appendix VII Sample of frequently asked questions**

A full set of FAQs have been produced by the service. A specific landing page on the Council website will be developed in January/February to signpost residents to information about the new service. Residents will be able to click on the type of service they have now to find out how the changes will affect them. There will also be a section on the reasons for the service change, setting out the economic and environmental benefits of the new service. There are 48 FAQs in total being prepared for the launch, and more can be added over time. A selection of the most popular FAQs is detailed below. Images of containers will support the information.

Please note all [underlined text](#) will have links to further information, to provide those who want it with further information.

### **A4: I have a blue and black bin now, what changes can I expect with the new waste and recycling service?**

#### **Dry recycling:**

Your dry recycling includes your cardboard, paper, glass, plastics, cans, and food and drink carton (such as Tetra Pak) waste.

We will collect all your dry recycling every week at the same time as your food waste.

If you currently use a blue wheelie bin, we will swap this with a trolley-box ([Trolibocs](#)) ([add link to image and spec](#)) and a large reusable [blue sack for cardboard](#) ([add link to image and spec](#)). The new system enables you to keep your recycling streams separate from each other, to increase the quality of the recycling we collect from you.

You will also be able to recycle household batteries, small electrical items and textiles as part of the new service.

#### **Organic waste:**

Food waste will continue to be collected weekly, by the same vehicle that collects your dry recycling. Food waste is not allowed in the black bin. If you do not have an orange kerbside caddy, please [click here](#) ([add link](#)) to order one. You will also be given a small silver kitchen top caddy and compostable liners

Garden waste will continue to be collected every 2 weeks for those who pay for the service.

#### **Non-recyclable waste:**

We will swap your current black bin for a larger black bin, unless you live alone or just with one other person.

We will only collect the non-recyclable waste from your black bin every four weeks because you need to put far less waste inside it because of the other collections we have added. There will be special arrangements available for households of six or more people through our [Larger Household Scheme](#) ([add link](#)).

All black bins will contain a built-in microchip to help keep your container safe and enable us to contact you if we have any concerns about the way you're using your bin or sack. Use of microchips will be trialled in 2022 in West Rhyl, to inform wider use in the new model.

If crews can see that you haven't separated your recyclable items correctly, we will tag your bin and leave it unemptied, recording your address on our system. This will enable us to identify households that need more help support to sort and recycle their waste correctly and we will contact you.

For those households with residents using nappies or incontinence products, a free fortnightly [Absorbent Hygiene Product \(AHP\) subscription service](#) will be available. This service will be available to all households that have a two-wheeled black bin. Once we're able to recycle this waste, we will offer this service to all households.

Initially, households that currently use a communal (or shared) bin store area or sack collection service will not be eligible for the AHP subscription service.

### **C5: How many different recycling containers will there be and what will go in each?**

If you live a property with communal (or shared) bin store area, please [click here \(add link\)](#)

If you live in property that currently uses two wheeled bins, we will deliver to you:

- a 120-litre blue reusable gull-proof sack for your **cardboard**
- a Trolibocs with three compartments:
  - a 45-litre compartment for your **paper**. You may also place any **small electrical items** here to be recycled.
  - A 70-litre compartment for your **plastics, cans and food and drink cartons** (such as Tetra Pak).
  - A 55-litre compartment for your **glass bottles and jars**
- a small pink container for your **household batteries** that can be hung on your Trolibocs handle.

If you live in property that currently uses single-use sacks, we will deliver to you:

- a 120-litre blue reusable gull-proof sack with three separate smaller re-useable bags inside:
  - a 30-litre bag for your **paper and small pieces of card**
  - a 30-litre bag for your **plastics, cans and food and drink cartons** (such as Tetra Pak)
  - a 30-litre bag for your **glass bottles and jars**
  - space down the full length of the inside of your gull-proof sack to present larger pieces of **cardboard and small electrical items** to be recycled
- a small re-useable pouch for your **household batteries** (presented inside your gull proof sack)

All homes will be given two single-use sacks provided by our Denbighshire-based Social Enterprise partner, Co-Options, for your **textiles**. Co-Options will give you a

replacement sack each time you put out a filled sack to be collected. **You may also request extra sacks by contacting Co-Options directly.** [\(insert link\)](#)

All households should already have a 23-litre outdoor orange caddy for your **food waste**, and a smaller silver caddy to store your food waste inside before you place it inside your outdoor caddy and supply of compostable liners. Food waste recycling is mandatory. Please click [here \(ADD LINK\)](#) to order your free food waste recycling equipment

### **A9: What are you going to do with all the old blue and black wheelie bins we no longer need?**

We will deliver your new Trolibocs on a day we collect your recycling from your blue bin. As soon as we've emptied your blue bin, we will remove it.

All blue bins will be fully recycled. The blue bins contain a high proportion of 'virgin' (or 'raw') plastic and we're able to sell them to a re-processor where the pellets produced from recycling the plastic can be used to make new bins, or other plastic products. The rubber wheels and metal axles can also be recycled, although we will keep some to give out as spares for our black bins if needed in the future.

You may choose to keep your blue bin if you want to use it for personal storage. We will send you a tag that you can place on your blue bin if you want to keep it, so that we don't take it away on the day we deliver your Trolibocs. Please note that if you choose to keep your blue bin, there will be a charge to collect it should you wish us to remove it at a later date, or you may take it at any time to your local Waste and Recycling Centre to be recycled.

Did you know it's possible for you to convert your blue bin into a water butt, helping you to store rainwater for use in your garden? Click here to find out more, and to request a 'conversion kit', [ADD LINK.](#)

### **A11: Will the new recycling system cause more littering?**

No. Providing you don't overfill your new containers, and are able to close the lids on each one, you won't cause waste to escape into the environment.

The top container in your Trolibocs has a lockable lid, meaning it's less likely to enable waste to escape or to be opened by animals.

The orange food waste caddy has a lockable handle.

The blue sack for your cardboard, and the gull-proof blue and black sacks are designed so they can be fully closed, and have a Velcro strap so that you can fasten them to a post, rail or other fixed point to stop them blowing away. They also have a weighed bottom to keep them grounded and prevent them from easily blowing away.

Trolibocs can sometimes blow over in high winds, just like the current blue bins. We advise you don't put out your containers until the morning of your collection to reduce the chance they could be blown over during the night. You can also use the Velcro strap on your blue sack to secure it around the trolley.

You should securely store all your recycling and non-recyclable waste containers on your own property unless it is your collection day.

**A12: I'm concerned the new system requires more lifting and carrying (manual handling) than the current system. Should I worry about this?**

Most households will be issued with a [Trolibocs \(add link to image and specification\)](#) for their dry recycling – cardboard, paper, glass, plastics, cans, and food and drink cartons (such as Tetra Pak). Its ergonomic handle and large wheels make it easier to manoeuvre than the current blue bin, for both residents and our collection crews

Your new blue sack for cardboard can be hung from the Trolibocs handle using its Velcro strap, so it doesn't have to be lifted. If it just contains cardboard, your blue sack should not be very heavy. The strap also prevents it from blowing away in high winds if you have nothing else to secure it with.

For households that currently use single-use sacks which will be replaced with a re-useable black gull-proof sack for their non-recyclable waste, these will have handles and additional grab handles on the bottom for extra support and will help our collection crews to empty their contents safely into our waste collection vehicles.

There is no doubt the crews will have to work a little harder to help us collect your recycling once the new service is rolled out, so we're increasing the number of operational staff to help load and empty all the different compartments.

Our collection crews will be trained thoroughly in manual handling techniques and will be monitored to make sure they're following safe practices.

The new containers are designed to "rest" on a lip on our collection vehicles whilst they're being emptied, to reduce any load-bearing weights.

**B8: What about bad smells?**

Using your lockable food waste caddy for any food waste and putting it out for collection every week will help avoid your waste from smelling badly.

If anyone in your household uses nappies or incontinence products, you will be able to subscribe to a free fortnightly [Absorbent Hygiene Product \(AHP\) collection service \(add link\)](#).

Bagging any animal waste and putting it inside your bag or bin for non-recyclable waste will minimise the risk of smells. It is important to tie the poo bag securely.

Some residents living with a cat or dog may be concerned their black bag or bin will smell badly if animal faeces are left in there for up to four weeks between collections. We recommend you place all animal faeces in a tightly closed bag, then place this inside your bag or bin.

Some residents further reduce any smells by storing bagged faeces inside a separate container, such as a carrier bag, storage box, bucket or caddy-type container, then empty them into their black bag or black bin just before it's put out on

their collection day. Smaller containers are easier to clean out between emptying too and are easier to store in a cool place in summer months, away from direct sunlight.

We will not accept animal waste in the new Absorbent Hygiene Product (AHP) collection service for nappies and incontinence products.

#### **A6: Why are my waste collections being reduced?**

We are not reducing your waste and recycling collection service. We are expecting you to create **the same amount** of waste at the kerbside for collection, but asking you to present it in **a different way**.

As we are increasing your recycling collections to every week, overall, you will have much more capacity on the new scheme. In fact, a typical household will have a recycling capacity increase of **170 litres every week**, with only a reduction of 10-litres in your non-recyclable waste capacity, the reduction is only about half a carrier bag full!

This service change aims to encourage people to recycle as much as possible and only use their non-recyclable waste container for items that cannot be recycled. The new service does require many households to take extra care to ensure their waste is segregated to make sure all non-recyclable waste can be contained in their black bin or gull-proof sacks, as we do not collect 'side waste'. All waste must be contained within your Denbighshire container. Over 75% of the waste presented at the kerbside in Denbighshire will be recycled through the introduction of this new service. In addition, a new free collection service will be available to most households producing nappy or incontinence waste.

Our service change follows the Welsh Recycling Blueprint. Other areas that have moved to a similar service are already meeting the 2024/25 recycling target of 70%, proving that increasing the number of collections for recycling, and reducing how often the black bin is collected actually encourages people recycle to more.