

Denbighshire County Council

Absorbent hygiene products (AHP)

Terms and conditions

Eligibility

- 1.1 Households with babies or children in nappies, and adults who use incontinence products, can register for the new AHP collections service.
- 1.2 The property address provided when registering to the new service must be the main home of the person who produces the waste.
- 1.3 Residents not eligible are:
 - 1.3.1 those whose visitors produce the AHP waste, such as grandchildren or older relatives who don't live at the property, and
 - 1.3.2 registered childminders, people that own/manage nurseries, care homes, nursing homes or hospitals. Businesses must arrange a separate trade waste collection for their AHP waste.

Your AHP Service

- 2.1 Denbighshire County Council (DCC) will collect AHP waste from residents' homes every week, once registered for the service.
- 2.2 Once registered, DCC will deliver the following items to the registered home:
 - 2.2.1 a black caddy with purple lid,
 - 2.2.2 a supply of purple single-use sacks (to put inside the caddy), and
 - 2.2.3 a letter confirming the collection day, with a reminder about what we will and won't collect as part of this new service.
- 2.3 The types of AHP waste DCC **will collect** as part of the new collections service include:
 - 2.3.1 nappies, nappy bags and wipes,
 - 2.3.2 disposable bed pans and liners,
 - 2.3.3 incontinence pads,
 - 2.3.4 bed and chair pads,
 - 2.3.5 colostomy and stoma bags,
 - 2.3.6 catheter bags and urine bottles, and
 - 2.3.7 plastic gloves and disposable aprons.
- 2.4 DCC **will not collect** the following items as part of the new AHP collections service:
 - 2.4.1 clinical waste, such as dressings or bandages contaminated with blood, needles, syringes and other sharps,
 - 2.4.2 sanitary products, such as sanitary liners, tampons and towels,
 - 2.4.3 any items that can be recycled from home using other Council-provided containers, and
 - 2.4.4 any items that can be recycled at a Council-managed Household Waste Recycling Centre.
- 2.5 Registered residents should:
 - 2.5.1 put only the correct items in their purple single-use sacks,
 - 2.5.2 tie their sacks securely, then put them in their black caddy,
 - 2.5.3 close the lid on their caddy,
 - 2.5.4 place their caddy at their collection point before 7am on their collection day, and
 - 2.5.5 collect their caddy from their collection point once DCC has collected its contents.
- 2.6 DCC will continue to provide assisted collections to residents who currently receive this service.

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- 2.7 Registrations last for one year. DCC will contact those registered before the end of their one-year registration asking if they'd like to register for another year, subject to meeting the service's criteria.

Breach of Terms

- 3.1 If a registered user puts items in their caddy that shouldn't be there, DCC will consider this a:
 - 3.1.1 First offence. DCC won't collect its contents. DCC will:
 - 3.1.1.1 deliver to the registered resident a flyer that'll remind them about what they can and can't put in their caddy, and
 - 3.1.1.2 put a sticker or tag on their caddy asking them to sort its contents, so they may put out their correctly filled caddy again on their next collection day
 - 3.1.2 Second offence. DCC won't collect its contents. DCC will:
 - 3.1.2.1 deliver to the registered resident another flyer and
 - 3.1.2.2 put another sticker or tag on their caddy.
 - 3.1.3 Third offence. DCC won't collect its contents. DCC will:
 - 3.1.3.1 cancel the resident's registration for the service.
- 3.2 If a registered resident uses the service to dispose of anything other than for its intended purpose, DCC will cancel their registration.
- 3.3 If a registered resident fails to provide truthful and accurate information when registering for the service, DCC will cancel their registration.
- 3.4 If a registered resident doesn't use the service for three collections in a row, DCC will cancel their registration. If the resident would like to continue using the service, they'll have to register again.
- 3.5 If a registered resident needs to suspend their registration to the service at any time, for any reason – for example, if they're going on holiday for an extended period – they should contact DCC.

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What are 'absorbent hygiene products' (AHP)?

'Absorbent hygiene products', known as 'AHP', are items used to absorb bodily fluids and wastes, such as nappies, nappy bags and wipes, as well as adult incontinence products.

What is the new AHP waste collections service?

From September 2023, we're introducing a free collections service for your AHP. If you register for this new service, we'll collect this waste from you every week.

After you've registered for the service, we'll deliver to you:

- a black caddy with purple lid for you to put out your AHP waste for us to collect, a
- a supply of purple single-use sacks (to put inside the caddy), and a
- letter confirming your collection day, with a reminder about what we will and won't collect as part of this new service.

We'll deliver these items to your home between 7 August and 8 September, before the new service launches on Monday 11 September.

Why are you introducing new collections for AHP?

We know that up to 20% of what residents put in their black bin or pink sacks for non-recyclable waste is AHP waste. We're introducing this new service to move this waste out of those containers, to create more space for your non-recyclable waste.

We're also currently considering ways in which we can recycle the AHP we collect from you. We're starting to collect this waste separately to your other recycling and non-recyclable waste from September 2023, so that when we have a contract in place with a recycling facility, we'll be ready to start recycling your AHP straight away.

Once we're able to recycle AHP waste, it could be used to produce a variety of new products, which might include fibreboards and acoustic panels for floors and walls, and as an engineering material used in road surfaces.

How can I register for the new AHP collections service?

You may register for our new AHP collections service from Monday 3 July 2023. [Click here to register.](#)
(Insert link)

A maximum number of 1,000 homes may register for this service during this first registration period, which we're limiting to homes with LL16 and LL17 postcodes.

Once we've delivered this service in these areas for around six months, we'll expand the service countywide. We'll communicate the next registration period, which will be open to all Denbighshire residents, nearer the time.

If you choose not to register to our new collections service, or you're not eligible to register during this initial registration period, please continue to put your AHP waste in your black bin or pink sacks.

If you live in a flat with communal recycling and non-recyclable waste bins, this new AHP collections service doesn't yet apply to you. We'll tell you when this new service is being rolled out where you

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live. Until then, please continue to put your AHP waste in your communal bin for non-recyclable waste.

What types of AHP will you collect?

We'll collect:

- nappies, nappy bags and wipes,
- disposable bed pans and liners,
- incontinence pads,
- bed and chair pads,
- colostomy and stoma bags,
- catheter bags and urine bottles, and
- plastic gloves and disposable aprons.

We won't collect:

- clinical waste, such as dressings or bandages contaminated with blood, needles, syringes and other sharps,
- sanitary products, such as sanitary liners, tampons and towels,
- any items that can be recycled from home using your other Council-provided containers, and
- any items that can be recycled at your local Household Waste Recycling Centre.

What will happen if I put the wrong items in my caddy for AHP?

If you put items in your caddy that shouldn't be there, we won't collect its contents. Instead, we'll:

- give you a flyer that'll remind you about what you can and can't put in your caddy, and
- put a sticker or tag on your caddy asking you to sort its contents, so you may put your correctly filled caddy out again on your next collection day.

If you put the wrong items in your caddy on a second occasion, we won't collect its contents. We'll:

- give you another flyer and
- put another sticker or tag on your caddy.

If you put the wrong items in your caddy on a third occasion, we won't collect its contents. We'll:

- cancel your registration from the service.

How much does the new AHP collections service cost?

The new AHP collections service is free for residents living in Denbighshire.

How often will you collect AHP?

Once you've registered for the new service, we'll deliver to you a letter confirming your collection day.

We'll collect AHP waste from your home every week.

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Who can register for the new AHP collections service?

Households with babies or children in nappies, and adults who use incontinence products, can register for the new AHP collections service.

The property address provided when registering to the new service must be the main home of the person who produces the waste.

This service is not available to:

- residents whose visitors produce the AHP waste, such as grandchildren or older relatives who don't live at the property, or
- registered childminders, people that own/manage nurseries, care homes, nursing homes or hospitals. Businesses must arrange a separate trade waste collection for their AHP waste. *(Insert link)*

I look after my grandchildren who use nappies. Can I register for the service?

No. The new AHP collections service is only available to homes where the residents produce this waste.

Please either:

- ask your children's parents or guardians to register for the service – if they have a LL16 and LL17 postcode – and have them take the AHP waste from your home so they may put it in their caddy, or
- put this waste in your black bin or pinks sacks.

I'm a registered childminder / I own/manage a nursery. Can I register for the service?

No. Businesses must arrange a separate trade waste collection for their AHP waste. *(Insert link)*

I've registered for the new AHP collections service but not yet received my black caddy. What should I do?

If you've not received your new black caddy by Saturday 9 September, please contact us. *(Insert link)*

How should I present my AHP to be collected?

1. put only the correct items in your purple single-use sacks,
2. tie your sacks securely, then put them in your black caddy,
3. close the lid on your caddy,
4. place your caddy at your collection point before 7am on your collection day, and
5. collect your caddy from your collection point once we've collected its contents.

Do not use any other type of container; use only the Council-provided purple single-use sacks and black caddy.

Do not put out additional AHP alongside your black caddy. This is known as 'side waste'. We do not collect 'side waste' and you may have to pay a fine.

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If you have more AHP to put out for us to collect each week than you can fit in your caddy, please contact us so we may discuss your needs. [\(Insert link\)](#)

My AHP caddy has broken / gone missing. How can I get a replacement?

If you need a replacement caddy, please contact us and we'll deliver it to your home. [\(Insert link\)](#)

When ordering your replacement caddy online, you'll see up-to-date information about how long it's likely to take us to deliver this to you.

If we're unable to deliver your caddy in time for your next collection, please put your AHP waste in your black bin or pink sacks for non-recyclable waste. Please don't use any other type of container to put out your AHP for us to collect.

I've run out of purple single-use sacks. How can I order more?

When we deliver your black caddy and supply of purple single-use sacks to your home, we'll also deliver to you a set of 'reorder' tags. When you're about to run out of sacks, please attach one of these tags to the handle of your caddy, and we'll leave a new supply of sacks on top of, or alongside, your caddy.

What should I do if I have more AHP to put out to be collected each week than I can fit in the new caddy?

If you have more AHP to put out for us to collect each week than you can fit in your caddy, please contact us so we may discuss your needs. [\(Insert link\)](#)

Until we're able to provide a solution, please put your extra AHP waste in your black bin or pink sacks for non-recyclable waste.

Please don't use any other type of container to put out your AHP for us to collect. And don't put out additional AHP alongside your black caddy. This is known as 'side waste'. We do not collect 'side waste' and you may have to pay a fine.

How should I dispose of used sanitary products, such as sanitary liners, tampons and towels?

Do not put these items in your caddy for us to collect.

Please wrap these items in a tissue – or in a nappy sack-type bag if you prefer – then put them in your black bin or pink sacks for non-recyclable waste.

I currently receive an 'assisted collection'. Will this continue if I register for the AHP collections service?

Yes. If you currently receive an 'assisted collection', we'll continue to provide this service for your AHP collections. You don't need to register again for this service.

I'm struggling to put my AHP out for you to collect. Can you please help me with this?

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If you're temporarily or permanently unable to put your AHP – and other recycling and non-recyclable waste – out for us to collect due to you having limited mobility, and there is no one else to help you, you can contact us to apply for an 'assisted collection' and we'll assess your situation. *(Insert link)*

An 'assisted collection' is when our crews collect your recycling and non-recyclable waste from an agreed collection point that's convenient and easy for you to access.

I wasn't able to register for the AHP service even though I have a LL16/LL17 postcode. What should I do?

If you were unable to register for our new collections service during this initial registration period, please continue to put your AHP waste in your black bin or pink sacks.

Once we've delivered this service for around six months, we'll expand the service countywide, and you'll be able to register again for these collections. We'll communicate the next registration period, which will be open to all Denbighshire residents, nearer the time.

How should I get rid of my AHP waste if I don't want to register for this new service?

If you choose not to register for our new AHP collections service, please continue to put your AHP waste in your black bin or pink sacks for non-recyclable waste.

What should I do if I move home?

If you register for our AHP collections service and you're moving home, please contact us once you know your moving date and new address. *(Insert link)*

If you're moving to another home in Denbighshire, we'll advise whether you need to take your existing black caddy and purple single-use sacks with you to your new home, and whether there will be a change to your collection day.

If you're moving to another home outside the county, we'll cancel your registration for this service.

What should I do if I no longer produce AHP waste?

If you no longer produce AHP waste and therefore no longer need us to collect this waste from your home, please contact us. *(Insert link to webform or email address.)*

Once you've cancelled your registration, please leave your black caddy and any unused purple single-use sacks at your collection point on your next collection day for us to collect.

I've heard you're reducing how often you collect our non-recyclable waste, from every two weeks to every four weeks. Does this mean I have to hold onto my AHP waste for up to four weeks before you collect it from my home?

No. Whilst we are changing how often we collect your non-recyclable waste from every two weeks to every four weeks from March 2024, we'll continue to collect AHP waste every week if you register for this service.

Before we make this change to your non-recyclable waste collections, every resident in Denbighshire will have the opportunity to register for the AHP collections service.

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Whilst you're considering the most efficient way to recycle AHP, is there a way to avoid using disposable nappies in the first place?

Whilst recycling is a great way to reduce our carbon emissions and help prevent climate change, it's even better for our planet if we reuse the products we buy and minimise our use of single-use items.

To help you do this, we offer a Reusable Nappy Voucher Scheme. This scheme provides vouchers worth £25, which you may use to buy reusable nappies. These items are comfortable, can save you money, are easy to use, and reduce the amount of waste you produce. [\(Insert link\)](#)

What if I don't want to register for the new AHP collections service now, but I change my mind after the first registration period ends?

Once we've delivered this service for around six months, we'll expand the service countywide, and you'll be able to register again for these collections.

We'll communicate the next registration period, which will be open to all Denbighshire residents, nearer the time.

Will I have to renew my registration at any time?

Yes. You'll need to re-register for the AHP collections service every year.

We'll contact you before the end of your one-year registration asking if you'd like to register for another year.

If you don't use the service for three collections in a row, we'll cancel your registration. If you'd like to continue using this service, you'll have to register again.

If you need to suspend your registration at any time, for any reason – for example, if you're going on holiday for an extended period – please contact us. [\(Insert link\)](#)

What happens to my AHP once collected?

Initially, the AHP waste we collect will be incinerated, creating a small amount of energy that will go into the National Grid, to power homes and communities across the country. The remaining ash is recycled into building materials, such as cement.

We're starting to collect this waste separately to your other recycling and non-recyclable waste from September 2023, so that when we have a contract in place with a recycling facility, we'll be ready to start recycling your AHP straight away.

Once we're able to recycle AHP waste, it could be used to produce a variety of new products, which might include fibreboards and acoustic panels for floors and walls, and as an engineering material used in road surfaces.

What should I do if someone puts their AHP in my caddy?

If someone puts their AHP in your caddy without your permission, please contact us. [\(Insert link\)](#)

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Can I register for this service on behalf of another person?

Yes. You can register for this service on behalf of another person, such as a family member or friend. When you register, make sure you include the address of the property from which you'd like us to collect the AHP, which must be the main home of your family member or friend that produces the waste.

I'm worried my neighbours will be able to tell I have an incontinence issue if I use this service. What can I do?

If you're concerned about using the new AHP collections service, you can continue to put your AHP waste in your black bin or pink sacks for non-recyclable waste.

If you've registered for the AHP collections service and would like to cancel your registration, please contact us. [\(Insert link\)](#)

Your **recycling** is **making a BIG difference** in Denbighshire.

Thank you for continuing to do the right thing and for doing your bit for the environment, by sorting your waste and recycling what you can.