

Place Select Committee Update

Waste and Recycling Service Change



Place Select Committee Update

Recommendations

1. That the council adopt a fortnightly refuse collection service.
2. That scenario 3 (fortnightly refuse collection with a weekly 'multi-stream collection of dry recycling and food waste) is adopted as the Council's new waste and recycling collection service, when considering timescales around national mandated services and local waste disposal arrangements.
3. That a comprehensive communications and community engagement plan on proposed changes is implemented to ensure residents are sufficiently informed prior to the enactment of any changes, and to help embed the changes, to the waste and recycling service.
4. To review the green waste collection service in line with updated government guidance.

Place Select Committee Update

Scenario 3 WRAP Model

Scenario 3

Fortnightly refuse collection with a weekly 'multi-stream' collection of dry recycling and food waste meeting the requirements of Simpler Recycling.



Began Tuesday 31st March

Recycling: collected weekly

Food waste: collected weekly

General waste: collected fortnightly

Garden waste: collected fortnightly (1st April 2025)



Uneaten food, peelings, teabags and coffee grounds



Plastics, cans, metals and cartons



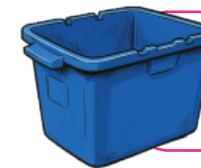
Kettles, toasters and hairstyling tools



Clean and dry clothes and shoes



Cardboard and paper (in front pouch)



Glass and batteries (clear bag)

Place Select Committee Update

The Service So Far...

- Launched: 31st March 2026
- 9 new refuse rounds
- 19 new recycling rounds
- New digital in-cab system for crews and back office
- New recycling vehicle delays

Participation Rates

Previously: 35%



	Projected	Actual
Overall	65%	80%
Dry Recycling	60%	68%
Food Waste	40%	55%



Place Select Committee Update

Tonnages

Material	April 25 (Actual)	April 26 (Predicted)	April 26 (Actual)
Refuse	5077.58	4326.62	3288.36
Dry Recycling	721.55	1045.06	1099.02
Food Waste	N/A	459	521.54
Total Tonnage	5799.13	5850.46	4901.14

Material	May 25 (Actual)	May 26 (Predicted)	May 26 (Actual)
Refuse	4975.43	4284.34	3159.55
Dry Recycling	714.42	1063.02	1066.25
Food Waste	N/A	449.34	506.26
Total Tonnage	5689.85	5796.7	4732.06

Waste and Recycling Improvements

- 35% reduction in residual waste tonnages
- 55% increase in recycling tonnages (including food waste)
- Predicted recycling tonnage of 13,000 indicative tonnages track at 18,000 tonnes per year
- Indicative recycling rate: 40 – 42%

Place Select Committee Update

Issue with Cardboard

Issue: Bulky cardboard presented at the kerbside. This cardboard would be more suited for disposal at Haverton Hill due to size.

Action: Crews will only take cardboard which is inside the white bag
Residents can have as many white bags as they wish, these can be collection from the libraries.

Comms: Social media messaging on only accepting cardboard in the white bag.
Waste and recycling webpage update with guidance on disposal of bulky cardboard.



Place Select Committee Update

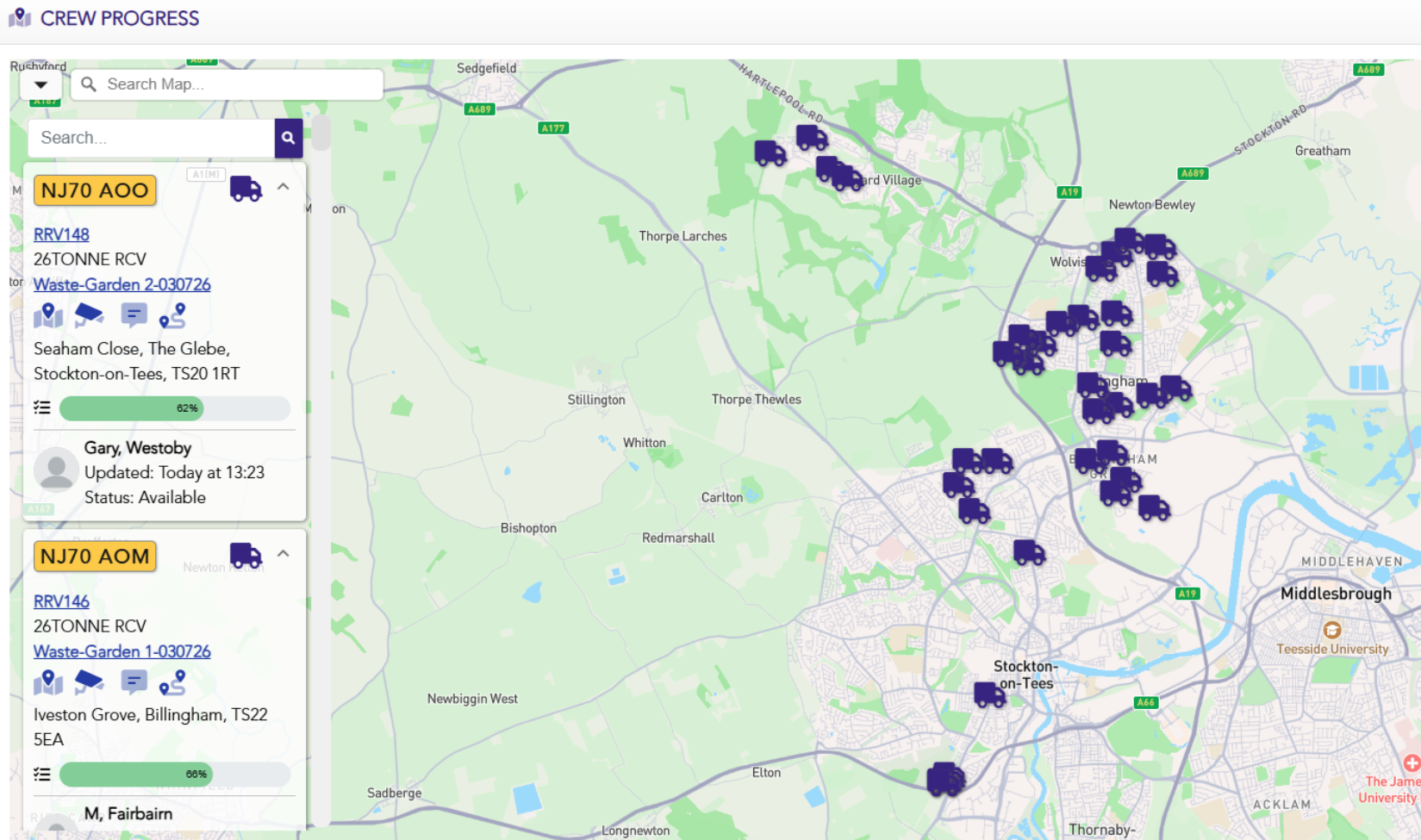
Bartec Digital In-Cab System

WASTE PROGRESS - TODAY



Place Select Committee Update

Bartec Digital In-Cab System



Place Select Committee Update

Communications and Engagement

Communications Plan

Purpose:

Inform residents about new waste collection arrangements starting 31st March 2026.

Channels and Assets:

- Social media (posts, photos, infographics)
- Website updates and postcode checker for properties with day changes
- Printed leaflets, postcards, letters
- E-newsletters, KYiT, Stockton News
- Digital screens, intranet & email banners
- Billboard signage in the Dairy car park
- Receptacle videos

Be Bin Day Ready!

Waste and recycling across the Borough is changing. First new collections will begin on **Tuesday 31 March 2026**



You can see our **red** and **blue** weeks on the back of this leaflet or scan the QR code to use our online postcode checker



Place Select Committee Update

Communications and Engagement

Resident Engagement

- 18-month programme – 1 year prior and 6 months after service launch
- Face-to-face engagement
- Focussing on educating our residents
- Wide range of visits and events – markets, SIRF, fun days, supermarkets and more!
- Door knocking focussed on lower participation areas
- School assemblies and workshops
- 160+ events reaching over 12,500 residents

Engaged
with over
12,500
residents

Over 2000
receptacles
handed out

Over 30
school
assemblies

Engagement Feedback

Feedback from residents during events held by the resident engagement team

"I can't wait for the
new service to
start."

"This seems very
well thought out."

"I wasn't going to
do the food waste,
but I'll give it a go
now I've seen it."

'You've restored
my faith in the
council'



Place Select Committee Update

Chargeable Garden Waste



Year 1 Subscriptions (April 2025)

Households: 21,075

Bins delivered: 22,225

25.8% of eligible households signed up – 20% original projection

Year 2 Renewals (March 2026)

Households: 22,000

New sign ups for year 2: 4,000

Service start: 17th March 2026

Service end: 20th November 2026

Resident communications are ongoing

