

Your Guide to Recycling and Waste in Leicester



Recycling at home

What can I recycle in the orange bags?

- ✓ Aerosols (empty)
- ✓ Cardboard packaging
- ✓ Carrier Bags
- ✓ Catalogues
- ✓ Cereal boxes
- ✓ Drink cans
- ✓ Drink and food cartons e.g. Tetra Pak
- ✓ Envelopes
- ✓ Foil trays
- ✓ Food tins
- ✓ Glass bottles/jars
- ✓ Greeting cards
- ✓ Junk Mail
- ✓ Magazines
- ✓ Newspapers
- ✓ Paper
- ✓ Plastic bottles
- ✓ Plastic film
- ✓ Plastic food containers (all types, e.g. take away containers, margarine tubs, ready meal trays and yogurt pots)
- ✓ Telephone directories e.g. Yellow Pages
- ✓ Wrapping paper



Please make sure all items which contained food or drink are rinsed.

Items we cannot accept in the orange bags include:

- X Broken glass
- X Liquids
- X Food waste
- X Garden waste
- X General waste
- X Nappies
- X Polystyrene
- X Textiles

How to use the new orange bag service

1



Rinse

Please make sure all items which have contained food or drink are clean.

2



Fill up your bags

You may use as many orange bags as you need for your recycling.

3



Tie your bags

Securely tie the top of the bags – this helps to reduce litter.

4



Collection

Place your bags out on your normal collection day next to your black wheeled bin.

Need more bags?

About 5 bags from the end of the roll you will find a yellow sticker. Please write your house number on it and place it on one of your full recycling bags and put it out for collection. Please make sure it is clearly visible, so the recycling crew can leave you a new roll.

Remember bins and bags need to be out for collection by 7:00am. We recommend you put them out the morning of your collection to help keep your street tidy.

Some things you need to know about your new recycling service:

● Why have we changed from boxes to bags?

Changing to a bag will make it easier for you to recycle a wider range of items. As you can put out more than one bag, you can recycle more. Also, your street will be tidier as you can tie the bags up after you have filled them, which helps to reduce litter. As the bags are taken away with the recycling, nothing is left on the streets after the collection (unlike the boxes). This will enable Leicester to improve its recycling rate and help reduce the amount of waste sent to landfill.

● When is the first collection of orange bags?

The first collection of orange bags will happen on your normal collection day during the week commencing 17th October 2011.

● Will it still be a weekly collection?

Yes, for both the orange bags and your black wheeled bin.

● Is it ok if I put my bags out before my collection day?

No, your black bin and orange bags should only be put out on the street on your collection day.

● What if I have more than one bag to put out?

That is ok – use as many orange bags as you need, but please try to ensure you fill them up to reduce wastage.

● How many bags are on a roll?

The first roll you receive will have 50 bags on it. This is to help make sure you have enough to get through the Christmas period. When you order more bags, each roll will have 30 bags on it.

● Do I have to put each material in a separate bag?

No, each bag can contain any mix of the recyclable materials accepted.



● Why do I need to rinse out items?

Rinsing items ensures that any food waste is removed. This is important because it reduces smells and will ensure that the recycling is not attractive to rats, foxes and other animals. Also, food waste will contaminate the materials in your orange bag, which may mean that we cannot recycle them.



● What should I do with large bits of cardboard?

If you have large pieces of cardboard you can flatten them and place them under your orange bags for collection.

● If the bag breaks, will the collection crew pick it up?

The orange bags are specially designed for recycling and are strong. However, if there is a spillage of waste on the footpath or road, the recycling crew will either attempt to clear it up themselves or they will report it so that it can be cleaned up by our Cleansing Services team.

● How do I get more bags if I have lost my sticker?

Don't worry - if you don't have a yellow sticker you can get more bags by calling **0116 252 7002** or visit **www.leicester.gov.uk/orangebags**

● Can I still use my green box?

No, the recycling service has changed, we will now be collecting only orange bags.



● What should I do with my green box?

You may keep the green box if you would like it. Alternatively if you do not want your box you will find a red sticker in your introductory information pack. Attach the sticker to the box and place it out for collection next to your orange bags and it will be collected for recycling.

● Why are the bags orange?

A distinctive colour was required to reduce the chance of the crews missing any collections. Other colours were considered but many are already used for other services i.e. yellow is used for clinical waste, green is used by City Cleansing services for trade waste.

● I get an assisted collection for my black bin, will I get one for my orange bags?

Yes, if you already have an assisted collection for your bin we will automatically provide an assisted collection for your orange bags. Just leave your bags next to your bin as normal.

● What if I am unable to put my bin or bags out for collection?

Please contact us on **0116 252 7002** to discuss your situation and ways in which we may be able to assist you.

● What happens if I put the wrong items in the orange bags?

If an orange bag is badly contaminated with food or garden waste etc. the recycling crews will not be able to collect it. They will put a note through your door explaining how you have contaminated the recycling and they will inform a separate crew which will collect the contaminated recycling and where possible, recycle it.

● What happens to my recycling?

The recycling collected in the orange bags is sent to a Materials Recovery Facility (MRF). At the MRF, the recycling goes through a number of processes to separate out the different types of materials, including:

- Bag splitter – opens any bags and breaks up the recycling for sorting.
- Optical sorters and air jets – these identify and separate the different types of plastic.
- Different sized filters – separate cardboard and glass.
- Magnets and eddy currents – separate ferrous and non-ferrous metals.
- Picking lines – some items are still checked by staff on a picking line, this helps to ensure quality and reduce any contamination.

Once separated the materials are baled and sent on to the next location where they will start to be recycled. We try to ensure as much as possible is recycled in the UK.

Black bin waste

What should I put in my black bin?

Please put all the items which you are not able to recycle in your orange bags into your black wheeled bin including:

- **Food waste**
- **Nappies**
- **Broken glass**
- **Polystyrene**
- **Other general waste.**



What happens to the waste in my black bin?

Your black bin waste is not sent directly to landfill

After we have collected your black bin waste it is taken to the 'Ball Mill' where it is sorted. This allows more waste to be diverted from landfill, including the organic waste (food and garden), this is composted in an anaerobic digester to produce a soil conditioner for use on reclaimed land and methane which is used to generate electricity.



Please remember to take your bin off the street as soon as possible after your collection.

Other ways to recycle in Leicester: Community Recycling Centres

If you have access to a vehicle, you can use our Community Recycling Centres to recycle many items of household waste including:

	clothes		electrical		cooking oil		hardcore & rubble
	shoes		fluorescent tubes		garden waste		soil
	textiles		fridges & freezers		mixed glass bottles & jars		wood & timber
	furniture		large appliances		books		paint
	spectacles		mobile phones		cardboard		household waste
	tapes and discs		printer cartridges		paper		
	asbestos*		small appliances		food tins & drink cans		
	gas bottles		telecoms & computers		metals		
	household & garden chemicals		tvs & monitors		car batteries		
	plastic bottles		batteries		used engine oil		

* Only accepted at the Islington Street Community Recycling Centre

Please note,
the Community Recycling
Centres are for household
waste only, no trade waste
will be accepted.

● What should I do with my household batteries?

Batteries contain toxic materials so please do not dispose of them in your black bin or orange bags. You can take them to the Community Recycling Centres but you can also now recycle them at most shops and supermarkets - in fact most places that sell batteries will have a collection point. In the long-term, why not consider rechargeable batteries instead?

● What should I do with energy saving lightbulbs?

Energy saving or low energy lightbulbs contain small amounts of hazardous materials and should not be put into your black bin or orange bags. They can be recycled at the Community Recycling Centres.

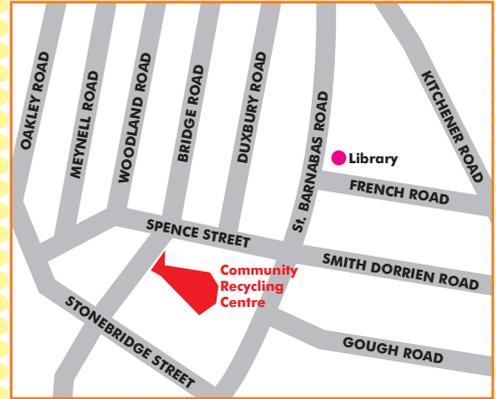
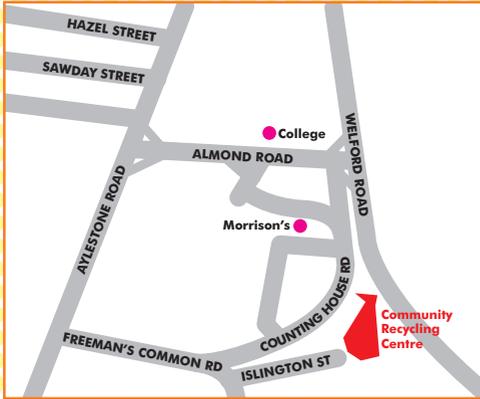
Our Community Recycling Centres are located at:

1. Islington Street, Freemans Common, LE2 7SQ

(vans and trailers with permits accepted)

2. Bridge Road, Off Spence Street, LE2 7SQ

(no vans or trailers)



Our staff will be able to assist you if necessary.

Both centres are open from:

8am to 8pm from April to September*

8am to 6pm from October to March*

* opening hours change in line with the clocks going forward and backward with British Summer Time.

Centres are closed on December 25th/26th and January 1st and close early on December 24th/31st.

If you wish to use a van or a trailer over 4ft long you are only allowed to use the Islington Street site and must obtain a permit first. Permits are available free of charge and you can apply on-line at

www.leicester.gov.uk/recycling or by calling **0116 216 1914**.

Recycling bring banks

At recycling banks across Leicester you can recycle the following items:

- clothes, shoes, textiles
- cardboard and paper
- mixed glass bottles and jars

To locate your nearest recycling bank, please call **0116 252 7002** or use the online bank locator at **www.recyclenow.com**, just enter your postcode to find out what you can recycle and where.

Bulky waste collection service

Leicester City residents can book one collection in any two month period free of charge.

Things you need to know:

- We will collect up to 5 bulky items such as a sofa, mattress or fridge etc. or up to 15 bags/bundles of garden waste free of charge.
- More items can be collected but these will incur additional charges.
- Collection is arranged on a day to suit you. Please let us know of any access issues to your property when booking.
- We will only collect household waste and there are some items we cannot collect, such as rubble and soil, so please check before you book your collection.
- We will only collect those items you have told us to collect, so please ensure the description you give us is accurate.
- Garden waste must be bundled or bagged so that each item does not weigh more than can be easily lifted by one person.
- If the waste is to be left outside before collection, please ensure it is covered to stop it becoming water logged and too heavy to lift.



To book a bulky waste collection or to find out more about additional costs and restrictions, please call **0116 252 7002** or visit www.leicester.gov.uk/recycling.

Ideas to reduce your waste...

Reuse...

STOP – before you book a bulky collection or visit our Community Recycling Centres.

THINK – is your unwanted item still in good working order?

REUSE – why not give it a new lease of life by donating it to a charity, swapping it with friends or even using our website to give it away to a good home.

For details of local charity shops, please telephone
0116 252 7002

Our Freeuse website is an easy way to give old items a new life. It offers a simple way for you to advertise items you no longer want, pick up items you need, or even place a wanted advert. All items are free and the site is easy and simple to use. Just visit **www.Freeuseit.org**

Why use Freeuse?

Did you know?
Every year in the UK we throw away over £5.6 billion worth of good quality reusable items.

Reduce...

Home composting: Did you know that over a third of your household waste could be composted at home?

This is a great way to help reduce your waste while providing nutrient rich compost for your garden year after year. You will be amazed at what you can compost from fruit and vegetable peelings and tea bags to cardboard and shredded paper. To find out more about home composting and if any discounted compost bins are available, telephone **0116 252 7002** or visit **www.leicester.gov.uk/composting**.

Real Nappies: Did you know that we throw away over 3 billion disposable nappies every year in the UK?

A great alternative to disposables are Real Nappies, these are washable and can be reused again and again. Today Real Nappies come in a variety of colours, styles and sizes to suit all, to find out if they could suit your baby, why not take advantage of our Real Nappy lending kit. To find out more, telephone **0116 252 7002** or visit **www.leicester.gov.uk/nappies**

Useful contacts:

Waste Management Team

For more information about all waste and recycling services in Leicester including the new orange bag recycling service:

visit www.leicester.gov.uk/orangebags

telephone **0116 252 7002**

 /orangebags  @orangebagleics

Environmental Crime Team

To report an incident of Fly Tipping (waste being left on the street or other public land) call **0116 252 7001** or alternatively call Crimestoppers anonymously on **0800 555 111**

City Wardens

For more information about the city wardens and their work:

visit www.leicester.gov.uk/citywardens

telephone: **0116 252 7001**

email: city.warden@leicester.gov.uk



One Clean Leicester

To report environmental issues such as fly tipping, graffiti and dog fouling, or highway problems such as potholes, pavement obstructions or faulty street lighting, please telephone **0116 252 7001** or visit www.oneclean.leicester.gov.uk for details of how you can log your issue. A mobile phone application is also available for you to download for free, please visit the website for details.

Why not visit some of these websites for ideas of how you can help to protect our environment and reduce waste:

www.recyclenow.com

www.lovefoodhatewaste.com

www.keepbritaintidy.org

www.frn.org.uk (national furniture reuse network)

www.direct.gov.uk