

HOUSEHOLD WASTE COLLECTIONS – FREQUENTLY ASKED QUESTIONS

1. What changes are happening to waste and recycling collections?

- New smaller rubbish bins will be introduced gradually across the City from April. It will take around 3 months to deliver all bins.
- Each household will be limited to 120L per fortnight of rubbish capacity. No overflowing bins or side waste will be permitted
- The disposal of recyclables, food waste and garden waste in the rubbish bin will no longer be allowed.
- A new engagement and enforcement team will be in place to provide assistance and monitor to ensure all residents segregate their waste correctly.

2. What materials are no longer allowed in the rubbish bin?

- Paper
- Cardboard
- Plastic bottles
- Glass bottles
- Cans, tins and aerosols
- Food waste
- Garden waste
- Electrical items

These items are easily recyclable through the weekly kerbside recycling scheme and fortnightly garden waste collections, or at the Waste and Recycling Centre (Docks Way). Newport City Council also offers a range of recycling points throughout the city. Please see here for your closest site <http://www.newport.gov.uk/en/Waste-Recycling/Household-Waste-Recycling-Centre/Recycling-Banks.aspx>

3. Why is the scheme changing?

The Welsh Government has set targets for Newport City Council to recycle 64% of household waste by 2020, and achieve 70% recycling by the year 2025. Our current recycling rate is 58%, and we need to recycle more.

Restriction on rubbish volumes has already been introduced by the majority of councils in Wales and has resulted in large improvements in recycling rates.

Recycling rates in Newport have improved dramatically over the last 15 years from 20% to 58% and Newport is already one of the best performing cities in the UK for recycling, however we must increase our recycling rate to 70% to avoid heavy financial penalties.

The majority of residents in Newport have a 180 litre wheeled bin. Each year the council spends over £2.2M disposing of rubbish, however analysis shows that more than half of it could have been easily recycled.

Unless the Council reduces the amount of rubbish collected from households by increasing the amount of recycling materials, it will face heavy fines. It is estimated that the changes will save £680K per year.

**4. My household has 6 people living there, what size bin will I get?
What criteria is there for me maybe having a bigger size bin?**

The default capacity for residual waste will be provided to residents, for collection on a fortnightly basis, will be 120 litres for homes with 5 or fewer people

Upon request, additional capacity will be considered:

- Homes with 6 to 7 people, 180 litres
- Homes with more than 8 people, 240 litres

These figures are for individual houses. If you live in a flat that is part of a larger house, these numbers may differ.

Larger bins will only be provided when residents can demonstrate that they are recycling all materials that can be recycled or composted, more information can be found in the Household [Waste Collections Policy](#)

Applications for additional capacity can be done online:

<http://www.newport.gov.uk/en/Waste-Recycling/Order-new-bags-and-bins.aspx>

or via Contact Centre on 01633 656 656

5. I have sacks instead of a wheeled bin for rubbish

A small number of households in Newport do not have wheeled bins for rubbish. These households will only be allowed to set out 2 sacks each fortnight, which is equivalent to the new wheeled bin capacity.

6. Will I be fined for not recycling?

All residents will be provided with a leaflet explaining how to recycle. If any further help or advice is needed, we have an education and enforcement team on hand to assist.

1. Residents who present an overflowing rubbish bins or side waste will receive a warning reminding them of the new requirements.
2. If this happens a second time, a warning will be issued and the excess waste will not be collected. An engagement officer may visit the property to provide face to face advice with correct sorting of waste. The removal of this excess waste will be the responsibility of the resident.
3. Were this to happen a third time, the excess waste will not be collected and the resident will be issued a statutory notice under Section 46 of the Environmental Protection Act 1990. The removal of this excess waste will be the responsibility of the resident.
4. Subsequent breaches of this notice over a 12-month period will carry a Fixed Penalty Notice of £100.

7. What power does the Council have to issue fines?

Section 46 of the Environmental Protection Act 1990. For more information, please see the [Household Waste Collections Policy](#)

8. I don't understand the changes – what help is available?

As part of the change, an engagement and enforcement team has been employed to assist the residents of Newport with advice on how to recycle more effectively. Should you require an appointment please contact 01633 656656 or info@newport.gov.uk and ask for the engagement and enforcement team .

Prior to these changes commencing all residents will receive a leaflet explaining the changes and explaining what items go where. You can also access this information on our [council website](#).

9. I have too much recycling – what do I do?

Residents who need to request additional boxes or bags can do so here <http://www.newport.gov.uk/en/Waste-Recycling/Order-new-bags-and-bins.aspx>

Residents who require a large recyclable item to be removed that won't fit in the usual kerbside collection can request a bulky waste collection here <http://www.newport.gov.uk/en/Waste-Recycling/Bulky-household-item-collection.aspx> or alternatively visit the Waste and Recycling Centre (Docks Way), see here for information on items accepted, location and opening times <http://www.newport.gov.uk/en/Waste-Recycling/Household-Waste-Recycling-Centre/Household-Waste-Recycling-Centre.aspx>

10. What is the maximum number of each recycling receptacle I can have?

Additional recycling containers can be requested from Wastesavers or through the Councils website here <http://www.newport.gov.uk/en/Waste-Recycling/Order-new-bags-and-bins.aspx>

Households are not limited to one set of boxes/bags and reasonable requests from additional containers will be accepted.

11. Is it likely that the reduction in the size of the bin will lead to fly tipping?

No.

Many councils have already introduced similar changes and national figures show no correlation with fly tipping. Fly tipping is illegal and the council will prosecute those caught disposing of waste in such ways.

12. I recycle already, why am I being penalised?

Analysis shows over 50% of what is put in the rubbish bins should have been recycled. If residents already recycle fully, then they will see no impact. Recycling collections remain unchanged.

13. Why should I recycle?

Recycling saves finite natural resources by putting materials into use again, rather than disposing of them; also, recycling saves energy.

We currently spend £2.2M on disposal of waste each year, and by recycling more this amount can be reduced. Additionally, if we don't recycle over 70% of our waste then we will face a fine of £200 for each tonne we fall short of the target, which equates to hundreds of thousands of pounds.

For more information on what happens to your recyclable materials please check:
<http://wastesavers.co.uk/at-home/where-does-my-recycling-go/>

14. Will there be enough room in my new bin?

I already recycle everything, will the new bin be big enough?

Yes, once all recyclable items, food waste and garden waste are separated, 120l capacity bin on a fortnightly basis is sufficient.

Other items not collected as part of the standard household collections, such as hard plastics, big electrical items, large cardboard boxes and other larger items can be taken for recycling at the Waste and Recycling Centre (Docks Way) or can be donated for reuse to a local charity. The Council also has a bulky collection service available for large items, bookings can be made online or via phone. <http://www.newport.gov.uk/en/Waste-Recycling/Bulky-household-item-collection.aspx>

All recyclable materials will continue to be collected weekly

Recycling containers and collection frequency will remain unchanged: weekly collection of:

- Blue box: paper, small electrical items, clothing
- Green box: cardboard and glass
- Red bag: cans and plastics
- Brown caddy: food waste

Extra recycling containers and garden waste bins can be requested here
<http://www.newport.gov.uk/en/Waste-Recycling/Order-new-bags-and-bins.aspx>

15. What about Nappies?

Those who chose to use disposable nappies and meet the requirements can request additional yellow hygiene waste sacks, which can be set out alongside the rubbish bin on collection day. Please check the Household [Waste Collections Policy](#) for more detail.

We would encourage parents to consider real nappies, which offer significant savings. More information can be found here.

<https://www.recycleforwales.org.uk/reduce/real-nappy-campaign>

16. When will the changes happen?

New bins will be delivered between April and June. The new rules will apply once you receive your smaller bin.

The new bin will be delivered on your residual collection day and you will receive a letter letting you know when this will be. On the day, your old bin will be emptied and swapped by the new one, so please leave your old bin out. You may get your new bin delivered before the old one gets emptied and collected or the other way round, so please wait until the end of the day before contacting us if you think something is not right.

If you do not present your old bin for collection, then a new smaller bin will still be left and the old bin collected on the next scheduled collection.

17. What are you doing with the old larger bins?

Bins collected in will be reused and recycled.

18. What do you mean by overflowing bin or excess side waste?

Newport City Council has implemented a [household waste collections policy](#). All rubbish should fit inside the bin with the lid closed. If there is waste left on top of, or beside, the bin it will not be collected. Any waste not collected will be left, whenever possible, inside your bin.

Please do not excessively compress rubbish into your bin, as they may not empty fully when collected.

Please do not fill your bin with excessively heavy materials, such as rubble or soil as we may not be able to empty.

Excess rubbish can be put out on your next collection day (ensuring you are presenting a closed lid bin), or taken to the Waste and Recycling Centre (Docks Way).

There will be no enforcement on closed lidded bins emptied, unless the bin clearly contains recyclable material or prohibited items.

19. What if I don't want to keep food waste in a food caddy?

Separate food waste collections are carried out weekly, which means the waste is collected quicker and unpleasant side effects, such as bad smells over time, can be easily avoided. Food waste caddies can also be tightly closed which makes storage of food waste more hygienic, so we encourage all residents to recycle their food.

Food waste will no longer be allowed in the rubbish bin, and can generate problems of excess waste, resulting in that waste not being collected. In application of the [Household Waste Collection policy](#), residents not recycling food waste could also be subject to a fine.

20. What if someone else puts rubbish in my bin which then overfills it?

We ask residents to keep their bins in their property and only present them at the kerbside for collection by 7am on collection day. It is the responsibility of the resident to ensure appropriate use of bins. To date, no relevant issues regarding contamination of bins have been reported to the Council and we expect this is unlikely to be a problem for the majority of residents. However, the enforcement team will address any complaints to this regard.

21. Will I receive a reduction in council tax?

The council spends less than 1% of its budget on waste and recycling collections. The service already costs less than any other council in Wales. These changes will result in a saving, but will mainly avoid future costs increases.

This saving needs to be considered against significant additional budget pressures that the council faces in other areas. As such, if these changes weren't made, then council tax would need to increase further or alternative savings would need to be found.

More information can be found on the Newport City Council website

<http://www.newport.gov.uk/en/Council-Tax-Benefits/About-council-tax.aspx>

22. What if I am away when the exchange takes place and my bin isn't out for collection?

For those household with bins not presented on that day, a new smaller bin will be delivered and the old bin will be removed at the next collection date.

23. Can I keep my old bin for storage in my garden?

No, residents are only allowed to keep one bin per household.