

On 1st August 2022, we will be making changes to your waste and recycling collections and introducing a new 123+ collection service. The new service will be delivered to both Stratford-on-Avon and Warwick district residents through our joint waste contract with Biffa.

What is the 123+ service?

- **1. A food waste collection, every week** using a food caddy (a small kitchen caddy for inside your property) and a larger food waste bin to use outside and put out for collection.
- **2. A recycling collection, every two weeks** using your existing wheeled bin for mixed recycling.
- **3. Your refuse bin collection will change from every 2 weeks to every 3 weeks** using your existing grey wheeled bin.
- **+ Garden waste collection every two weeks** using your existing green bin.

Why are we doing this?

Our current recycling rates exceed the Government's target of 50%. However, by moving to a 123+ collection system we can recycle even more.

The current contracts for Stratford-on-Avon and Warwick District Councils finish at the same time. This provides us with an opportunity to combine waste and recycling collection under one contract.

We are introducing a new joint waste and recycling collections approach to deliver the 123+ collections service to both Stratford-on-Avon and Warwick districts, serving 126,000 households. This will:

- Help achieve both Councils' commitment to protecting the environment and tackling issues around climate change.
- Make the service more efficient using new vehicles and smart routing for collections to minimise environmental impact and help us benefit from economies of scale by sharing resources.
- Include the launch of a separate food waste collection to reduce waste and stop harmful greenhouse gases entering our waste streams.

What are the benefits?

The new 123+ service will help to:

- Reduce waste and encourage residents to recycle more
- Save money by reducing the cost of treatment and disposal of refuse
- Make services more efficient using new vehicles and combining collection rounds
- Protect the environment and help tackle climate change

123+ FAQs

General

Question	Answer
What is the new 123+ service?	<p>The new service includes:</p> <ol style="list-style-type: none"> 1. A new food waste collection every week, using a small kitchen caddy and larger external food waste bin 2. A new recycling collection, every 2 weeks using your existing wheeled bin for paper, card, food and drink cans, glass bottles and jars, aerosols, food and drink cartons, plastic bottles, plastic pots, tubs and trays. 3. Your refuse bin collection is changing from every 2 weeks to every 3 weeks <p>+ Garden waste collection service every 2 weeks.</p>
When will the new 123+ service start?	The new 123+ service will be introduced from 1 st August 2022.
Why are you introducing a 123+ service?	<p>The end of the separate waste contracts for Stratford-on-Avon District Council and Warwick District Council in 2022 provides an ideal opportunity to work together. We are introducing a new joint waste and recycling collections approach to deliver the 123+ collections service. This will help us deliver a more efficient collection service that minimises environmental impact and benefits from economies of scale by sharing resources.</p>
What can I do to reduce my waste?	<p>Reducing your waste is a great way to reduce your impact on the environment and will also help you maximise space in your grey bin. There are lots of ways to do this, such as:</p> <ul style="list-style-type: none"> • Composting at home • Using Real Nappies instead of disposables • Reducing food waste • Reusing and repairing clothing • Reducing plastic waste
Why can't I put everything in the refuse bin?	<p>If you put everything in the grey bin you are likely to run out of space over 3 weeks and we will not collect extra bags left by the bin.</p> <p>Please use your:</p> <ul style="list-style-type: none"> • Blue-lidded bin to recycle paper, cardboard, glass bottles and jars, metal tins and cans, plastic bottles, pots, tubs and trays, and food and drink cartons. These items can then be recycled into new materials. • Food waste bins for all of your raw and cooked food waste. Food waste is taken to a separate facility where it is recycled. <p>This will help to ensure you have enough space in your refuse bin for 3 weeks of rubbish.</p> <p>Recycling will help reduce waste, protect the environment and help us tackle climate change. We can put your waste materials to good use, and we have a legal requirement to recycle as much household waste as we reasonably can.</p>

	It costs money to collect and dispose of the waste in your grey bin. Recycling all that you can helps to keep council tax down.
What will happen to the recycling and refuse once collected?	<p>Recyclable material is collected and taken to a Material Recycling Facility (MRF). The mixed material is segregated using magnets, optical sorting and other technology until the different materials are in separate waste streams. Materials are then transported to specialist reprocessing facilities where they are made into new products.</p> <p>The food waste will be collected by a separate collection vehicle and be taken to a specialist food waste recycling facility.</p> <p>The refuse collected from grey bins is taken to an Energy from Waste facility in Coventry. These plants are highly efficient and, according to Government policy, are a preferable option to the landfilling of waste due to the reduction in environmental impact.</p>
Will I have to buy the new waste containers being introduced?	No, as part of the new system households will be provided with the new containers free of charge. These will be automatically delivered prior to the new service starting on 1 st August 2022.
Why don't you charge for food waste collections or nappy waste collections?	<p>The law only allows us to charge for garden waste and bulky waste collections – and a few other specialist things such as asbestos.</p> <p>We cannot charge for most household waste including food waste and nappies. Food waste makes up a very large proportion of the waste in the grey bin and we are introducing a separate food waste collection to help reduce waste and encourage people to recycle even more.</p>
Will my collection day change?	<p>There may be some changes to collection days.</p> <p>Full instructions on how to use the new service along with your new collection dates will be provided prior to the start of the new service.</p>
How can I keep up to date with the new 123+ collection service?	We will be sharing information about the 123+ collection service regularly on our website, social media and email alerts.

The new food waste service- EVERY WEEK

Question	Answer
What size are the new food waste bins?	<p>You will be provided with a small 7 litre caddy and a larger 23 litre external food waste bin. The small caddy is designed to be kept in your kitchen for collecting food waste. You will then need to transfer the food waste into the external food waste bin for collection.</p> <p>The approximate dimensions of the food caddy and food waste bin are as follows:</p>

	<ul style="list-style-type: none"> • 7 litre food caddy – 235mm (height) x 250mm (width) x 225mm (depth) • 23 litre food waste bin – 390mm (height) x 290mm (width) x 340mm (depth)
Why is the Council introducing a separate weekly food collection?	<p>Food waste makes up approximately a third (33%) of householders' refuse bins. Collecting food waste from households weekly using a separate container is a common collection method used by many local authorities in the UK. This method has been proven to increase the amount of food waste recycled and reduces the waste in refuse bins more than other collection methods.</p> <p>Food waste recycling stops this material going for incineration. Instead, it is taken to a specialist facility where it is recycled.</p> <p>If you are composting at home, please do not stop. If you would like to start composting visit the compost at home pages on our website.</p> <p>The new food waste recycling service will make it easy for people to recycle their food waste every week. This will help remove any smelly waste from refuse bins and give you more space for other rubbish. It also helps people realise how much food they waste each week and act as a prompt to reduce avoidable food waste, such as making the most of leftovers, planning meals and creating shopping lists and storing food correctly.</p> <p>Find out more at Love Food Hate Waste This is another great way to reduce environmental and carbon impact.</p>
Why won't food and garden waste be collected together? Surely this would save money	<p>It is much cheaper to compost garden waste if it is separated from cooked and raw food waste. Food waste has to be treated at much higher temperatures to kill any pathogens that could spread infections on farms.</p>
Will the food in my caddy smell?	<p>You will be provided with a small kitchen caddy and larger external food waste bin.</p> <p>You can empty the kitchen caddy into the external food bin as regularly as you wish to prevent smells in your kitchen. The external food bin is designed to be stored outside and has a lockable lid to contain any smells and prevent vermin getting in. Your food waste will be collected every week which will also help to prevent smells.</p>
How can I reduce my food waste now?	<p>UK households waste 6.5 million tonnes of food every year, 4.5 million of which is edible. The average family of four can save over £60 per month by reducing their food waste. For hint on tips on how to make the most of leftovers, plan your shopping and meals and make your food last longer visit www.lovefoodhatewaste.com</p>

The wheeled bin recycling service- EVERY 2 WEEKS

Question	Answer
<p>What size is the blue lidded recycling wheeled bin?</p>	<p>The Blue-lidded wheeled bin is 240 litres. The dimensions are as follows.</p> <ul style="list-style-type: none"> • 240litre recycling bin - 1100mm (height) x 590mm (width) x 740mm (depth) <p>The recycling bin should provide sufficient capacity for all your recycling. If you find you are consistently running out of room, you will be able to request a second recycling bin (charges will apply).</p>
<p>What will I be able to recycle in my blue-lidded bin?</p>	<p>You will be able to recycle paper, cardboard, glass bottles and jars, metal tins and cans, plastic bottles, pots, tubs and trays, and food and drink cartons in your blue-lidded bin.</p> <p>As part of the new service, you will also be able to put bagged household batteries, small electrical items and textiles beside your recycling bin for collection.</p> <p>A full list of what you can put in your blue-lidded recycling bin along with instructions on how to use it will be provided when we deliver it in Summer 2022.</p>
<p>What are the laws that affect recycling?</p>	<p>The main law is the Environmental Protection Act 1990, which requires Stratford-on-Avon District and Warwick District Councils to provide a waste collection service. The Act also requires us to separately collect at least two types of recycling.</p> <p>We can also be required under the Localism Act 2011 to share in any fine the UK Government has to pay if it fails to meet the 50% recycling target.</p>
<p>How can I stop someone else from using my bin?</p>	<p>Unfortunately, it is not possible to monitor the use of waste and recycling bins by other people. If the bin is stored privately and presented either the night before or on the morning of collection, this provides the smallest opportunity for someone else to put their waste into the bin.</p> <p>We recommend you put your house number on your bin, so people know who it belongs to. It also helps the collection crews when returning bins at the kerbside.</p>

The new refuse service- EVERY 3 WEEKS

Question	Answer
<p>Why are you reducing refuse collections to every 3 weeks?</p>	<p>Introducing 3 weekly refuse collections will:</p> <ul style="list-style-type: none"> • Reduce waste by encouraging residents to use the recycling services to ensure they have enough space in their grey bin • Help increase recycling rates and work towards the Government's targets of recycling 55% of household waste by 2025 and 60% by 2030.

	<ul style="list-style-type: none"> • Help the environment as our collection vehicles will be out for less time and cover a lower mileage. <p>The introduction of a separate food waste collection service will mean the smelly waste is removed from your grey bin and collected every week.</p>
Will I be able to fit all my rubbish in the grey bin?	<p>Yes, you should be able to if you make sure you are recycling as much as possible using your:</p> <ul style="list-style-type: none"> • Blue lidded recycling bin for paper, cardboard, glass bottles and jars, metal tins and cans, plastic bottles, pots, tubs and trays, and food and drink cartons. • Food waste bin for raw and cooked food including out of date food. • Garden waste collection service or compost at home. <p>If certain criteria are met, additional refuse capacity may be provided upon request (charges apply).</p>

Refuse sack collections and properties with limited storage

Question	Answer
I live in a property that receives a sack collection, will this change?	<p>We have recently written to all properties currently receiving a refuse collection using sacks to ask if they have space on their property to store wheeled bins for refuse and/or recycling. Residents were able to request wheeled bins and these will be delivered prior to the start of the new service.</p> <p>If properties do not have space to store wheeled bins, we will continue to collect refuse in sacks and recycling in boxes.</p> <p>From 1st August 2022, the new service for these properties (regardless of whether they use sacks or wheeled bins) will be as follows:</p> <ul style="list-style-type: none"> • A food waste collection every week, using a small kitchen caddy and larger external food waste bin • A recycling collection, every 2 weeks using boxes or a new blue-lidded wheeled bin for recycling • A refuse collection, every 2 weeks using sacks or a grey wheeled bin • A garden waste collection, every 2 weeks using a green wheeled bin (optional) <p>Full instructions on how to use the new service along with your new collection dates will be provided prior to the start of the new service.</p>

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Cost of the new service

Question	Answer
If Council Tax is different for Stratford District than it is for Warwick District, won't some areas be paying more for the same service?	This is something that will be considered later. At present, the priority is to focus on implementing the new 123+ collection service.
Is the 123+ service just a cost saving exercise?	<p>No. It is about providing a more efficient service to all our residents. It costs money to collect and dispose of the waste in your grey bin. Recycling all that you can helps to keep Council tax down. By working in partnership, Stratford-on-Avon District Council and Warwick District Council can share services. This means we can be more effective and maximise joint resources.</p> <p>The 123+ collection will standardise service provision across Stratford-on-Avon District and Warwick District. The new collections contract, with no border restrictions where the two districts meet, will result in more efficient routes for the collection vehicles.</p>
Will this just be a way of increasing council tax without a referendum?	No. The aim of the new service is to combine resources to maximise collection efficiencies and keep waste and recycling service costs as low as possible.
What effect is this going to have on my council tax? Will it go up?	The waste and recycling collection services account for less than 15% of your council tax, the planned changes will help keep costs of the service as low as possible. The 123+ collection service is the cheapest way of collecting and disposing of waste as well as minimising the impact on the environment.
If we're making all these savings and efficiencies, will my council tax bill go down?	We know that when the existing waste contract ends costs will rise considerably. The aim of the 123+ collection system is to minimise any rises in costs so that we do not have to increase council tax any more than is necessary.
What is the benefit to me as a Council tax paying resident of the district?	<p>The new 123+ collection service will:</p> <ul style="list-style-type: none"> • Reduce waste and increase recycling this will improve the environment and help tackle climate change. • Make the services more effective and efficient through joint working, minimising mileage travelled on collection rounds and reducing environmental pollution. • Help keep service delivery costs as low as possible.
How will savings be made with one contractor having monopoly over the whole of Stratford-on-	The new collection contract and partnership between Stratford-on-Avon District Council and Warwick District Council will mean that collections are more efficient, with

Avon District and Warwick District?	improved routing and collection rounds, minimising resources and helping achieve economies of scale that couldn't be achieved with the previous contracts.
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Environmental benefits of the new service

Question	Answer
How does the new 123+ service reduce our carbon footprint?	<p>Combining our services and using one contractor will help us minimise the mileage our heavy refuse and recycling vehicles travel reducing CO2 emissions.</p> <p>The new service will encourage residents to recycle more and reduce the amount of waste sent for incineration.</p>
How will you demonstrate if the new 123+ system is benefitting the environment?	<p>The new system is designed to minimise our carbon footprint by reducing vehicle mileage, increasing recycling, reducing residual waste and the amount of waste going for incineration. The new contract will include Environmental Management targets.</p>