

recycle for Mann

Kerbside Collection Scheme



FREQUENTLY ASKED QUESTIONS

November 2008

SECTION 1 - INFORMATION & INSTRUCTION

Q. Will my weekly household rubbish collections change?

- A.** No, your weekly household rubbish collections will not change and will be collected as normal. The kerbside recycling scheme is being provided as an additional service to help make recycling easier for you.

Q. What are kerbside recycling collections?

- A.** They are the fortnightly collections of recyclables from the front of your property. Householders are provided with two 55 litre plastic boxes for the collection of the recyclable materials.

Q. How often will my kerbside boxes be collected?

- A.** Your kerbside recycling boxes will be collected once a fortnight, on the same day of the week.

Q. How will I know when my kerbside boxes will be collected?

- A.** Please refer to your recycling calendar for collection dates in your area. Your calendar came with the kerbside leaflet & magnet, which were supplied with your boxes,. If you do not have a collection calendar, please let us know by calling 696540 and we'll send you another.

Q. When should I put my boxes out for collection?

- A.** Please put your boxes on the curtilage (front boundary of your property) **by 8.00am** on the day of collection.

Q. Why are we using boxes?

- A.** The box system is part of "kerbside sort" recycling collections. The boxes are clipped onto the side of the kerbside collection vehicle (when it is stationary) by the collection staff and the materials are sorted by the collection staff into separate compartments on the vehicle. The advantages of doing it this way are that there is no need for expensive plant and machinery to sort the materials after collection, and contamination is kept to a minimum because if the crews see any unsuitable material they will leave it behind. Lots of research went into getting the correct box size. It has to be big enough to cope with the amount of material – but small enough to be carried.

Q. What should I put in my GREEN BOX?

GREEN BOX with net



**CANS
AEROSOLS
FOIL**
(empty & rinsed)

**GLASS
BOTTLES &
JARS** (no tops,
empty & rinsed)

**PLASTIC
BOTTLES**
(empty & rinsed,
tops off & squeeze)

YES PLEASE

- ✓ Food cans
- ✓ Drinks cans
- ✓ Pet food cans
- ✓ Aerosols
- ✓ Clean foil & foil trays
- ✓ Large sweet tins
- ✓ Lids

YES PLEASE

- ✓ Bottles & jars - clear & coloured
- ✓ Bottles & jars - with labels

YES PLEASE

- ✓ If it's plastic & shaped like a bottle we want it! (e.g. milk, fizzy drinks, shampoo, detergent, fabric softener & water bottles)
- ✓ Tops off & squeeze please

NO THANKS

- ✗ Lighter fuel cans
- ✗ Paint tins
- ✗ Portable stove canisters
- ✗ Crisp packets

NO THANKS

- ✗ Bottle tops & jar lids
- ✗ Broken glass
- ✗ Nail varnish bottles
- ✗ Pyrex dishes
- ✗ Glass panes
- ✗ Drinking glasses

NO THANKS

- ✗ Tops
- ✗ Plastic bags
- ✗ Yoghurt pots
- ✗ Plastic take away trays
- ✗ Plant pots
- ✗ Other plastics

Q. What should I put in my BLUE BOX?

BLUE BOX with shower proof cover



PAPER (clean & dry)

YES PLEASE

- ✓ Newspapers
- ✓ Magazines (glossy & non-glossy)
- ✓ Junk mail
- ✓ Soft-backed catalogues
- ✓ Telephone directories (1 per household)
- ✓ White paper
- ✓ White envelopes (windows OK)

NO THANKS

- | | |
|------------------------|--------------------------|
| ✗ Shredded paper | ✗ Plastic bags |
| ✗ Cardboard | ✗ Books |
| ✗ Cereal packets | ✗ Hard-backed catalogues |
| ✗ Brown envelopes | ✗ Greeting cards |
| ✗ Brown paper bags | ✗ Wallpaper |
| ✗ Craft/wrapping paper | ✗ Paper towels/tissues |
| ✗ Milk/juice cartons | ✗ Laminated paper |

Q. Where should I leave my boxes to be collected?

- A.** Please leave them at the curtilage of your property (front boundary of your property). Boxes should be placed at the edge of your property but not on the actual kerb wherever possible in order to minimise the risk to pedestrians.

Q. Why do the boxes have to be left at the curtilage (front boundary of your property)?

- A.** Kerbside collections are very different to refuse collections. Kerbside vehicles are serviced on the nearside of the vehicle (i.e. at the kerbside) whereas refuse collection vehicles are serviced at the rear of the vehicle. This means that kerbside vehicles need a wider area to operate in (as crew work at the side not the back), and this would be very difficult in narrow lanes. In addition, the kerbside boxes need to be easily visible to the crew on their collection day, in order to ensure that the collection rounds run as smoothly and quickly as possible.

Q. What happens if the weather is very windy when I am due to put my boxes out for collection?

- A.** We live on a lovely Island but one which can sometimes be a little windy. Please consider the weather conditions when placing your boxes out for collection. When windy try to place your boxes as near to the curtilage of your property as possible but where it may be more sheltered but also visible to the collection crew.

Q. Is every household in Braddan, Onchan & Douglas getting the new kerbside scheme?

- A.** Over 95% of households will be included in the kerbside scheme, which will be introduced in 2 phases (called 1a & 1b).

Phase 1a will include over 14,800 households in Braddan, Onchan and Douglas. Flats, apartments and houses of multiple occupancy (HMO's) will not be targeted during phase 1a as they are not suited to the use of kerbside boxes for operational reasons.

Phase 1b will include up to 1650 additional properties (e.g. flats). These properties will be assessed on an individual basis during 2009. It's likely that these properties will be brought into the recycling scheme through the use of localised recycling banks (similar to those at the Grandstand or 'NODE' recycling bins, similar to those on Loch Promenade, Douglas.)

Q. If certain materials cannot go in the recycling box are there alternative ways of recycling these? (e.g. batteries and cereal cartons)

- A.** Dry-cell batteries can be taken to any Manx Co-op store or Civic Amenity site for recycling. Cereal cartons can be recycled at public recycling sites via the paper recycling banks.

Q. Will an assisted collection service be available for elderly and/or disabled residents who cannot carry their boxes to the kerbside?

A. Yes. Any residents who already receive assistance with their wheelie bins, via their Local Authority's 'Assisted Bin Lift' service, will automatically receive assistance with their kerbside boxes. Any residents who do not need an Assisted Bin Lift, but would like assistance with their kerbside boxes, should contact the **Kerbside Helpline on 696450** to request help.

Q. I've never heard of 'Assisted Bin Lifts', but I do need help with my rubbish bin as well as my kerbside boxes. What can I do?

A. Contact your Local Authority's Refuse Department:
Douglas 696445
Onchan 624967
Braddan 852808

Q. Can I have a hard lid for my box? If not, why not?

A. No. After carrying out a kerbside recycling trial at Governors Hill in 2006, it was found that hard plastic lids caused a number of problems for residents (e.g. difficult to clip onto the box / blowing away in the wind / lost lids). We have therefore decided to use a soft shower-proof cap and a net, instead of hard lids. The shower-proof cap is for the blue box and the stretchy net is for the green box and these are attached to the boxes.

Q. Why are the box covers different?

A. The blue shower-proof cap on the blue box will keep the paper contents dry, which is very important for collection and recycling. The stretchy net on the green box will prevent any cans, jars and plastic bottles from spilling out of the box if full or blowing away. Unlike paper, it doesn't matter if these items get wet – it's more important to have a really stretchy cover to keep the contents in place.

Q. What happens if I don't have enough room in my boxes for my recycling?

A. If this only happens occasionally (e.g. lots of bottles as Christmas) then you should use the public recycling sites for excess paper, glass and cans. If you find that your boxes are regularly over-filled (e.g. if you have a large family) please call the **Kerbside Helpline on 696450** to request an additional box or boxes, which are free of charge.

Q. Will I get my own boxes back?

- A.** Kerbside collection staff will always try and return the same boxes to you. You can write your house name or number on the boxes if you wish, to help you identify your own boxes.

Q. Is there anything the householder should be doing prior to placing recyclable materials into the boxes?

A. Yes

- Keep your recyclable materials out of your rubbish bin to prevent recyclables becoming contaminated with general waste.
- Keep paper dry, remember to put the shower-proof cap over the container.
- Rinse out drinks cans, food tins, glass bottles and jars
- Wash and squash plastic bottles – leave tops off (tops should be thrown away)

Q. What do I do if my kerbside boxes are not emptied?

A. Please remember your box may not have been emptied if:

- It was not positioned at the front of your property.
- You did not put your boxes out in time to be collected (they need to be out by 8.00am)
- You put your boxes out on the wrong collection day.
- Some or all of the materials contained within your box are not listed as being part of the recycling collection service.
- The collection crew may have left materials in your box that cannot be recycled and have selected out those that can be collected for recycling.

If you believe your boxes may have been missed by the collection crew or you need any further assistance, please call the **Kerbside Helpline on 696450**.

Q. What can I do if one or both of my kerbside boxes go missing?

- A.** If your boxes go missing, please phone the **Kerbside Helpline on 696540** to report this and be provided with free replacements.

Q. Can I leave bags or other boxes of recycling material out for collection with my blue & green kerbside boxes?

- A. No**, our kerbside collection staff can only handle the blue and green recycling boxes we have provided, as they have been specially designed to fit onto the side of the recycling vehicle, in order that the recyclable material can be hand-sorted into the wagon compartments. Other containers and their contents will be returned to the householder.

Q. Are the kerbside boxes made from recycled material?

- A.** No, the kerbside boxes are made from virgin plastic, due to the longevity, strength, colour-fastness and colour of boxes required for this scheme, which were not available in recycled plastic at the time of purchase.

Q. Do you use the same vehicles for both refuse collection and recycling? If not, won't more collection vehicles have a negative impact on the environment?

- A.** We have purchased a fleet of three new vehicles, specially designed for the purpose of kerbside recycling only. Using designated vehicles reduces the chances of contaminating the recyclables with normal refuse waste, and so maintains the quality of the recyclable materials.

Mixing general waste with the recyclables can reduce the quality of the materials and make them difficult to recycle. For example, if paper was mixed with food waste it would not be suitable for recycling as paper recycling plants demand clean and dry paper for processing to ensure a high quality paper product is produced. If a recycling load was too contaminated with general waste to send to recycling plants this would destroy the efforts of the whole community and can affect the success of the scheme.

Q. Why don't you accept cardboard, cereal cartons or greetings cards in the blue box? How can I recycle them?

- A.** We don't have enough room on our kerbside vehicles to collect these materials. Please use the paper recycling banks at public sites for cereal cartons and greetings cards. Christmas cards can be recycled for charity every January – please see local press for details. There are no public recycling facilities for brown cardboard at present, but we are working on it.

Q. Can I still use the public recycling sites?

- A.** Yes you can. Please use the sites if your collection date falls on a Public Holiday or in TT / MGP week, as there will be no kerbside collections on those days (see your kerbside collection calendar for more details).

Q. What if I prefer to use the public recycling sites all the time?

- A.** No problem. That is your choice and it is fine. However, you'll still need to use your green box for plastic bottles. There are no public recycling facilities for plastic bottles at present, but we are working on it.

Q. What if I make a mistake?

- A.** Don't worry, we're here to help. If you put the wrong materials in your kerbside boxes, we will simply return them to you in the boxes with an explanatory note.

Q. What should I do now?

It's simple - just get into the kerbside recycling habit in 3 easy steps....



- 1. Tear off your collection calendar (attached to this leaflet) and clip it to your Recycle for Mann fridge magnet as shown in the picture (left). Check out your first collection date and attach the magnet and calendar to your fridge (or other suitable metal surface) for reference.**
- 2. Keep your recyclable materials (i.e. paper, glass bottles & jars, food & drinks cans, plastic bottles etc) out of your rubbish bin and in your kerbside boxes.**
- 3. Place your kerbside boxes out for collection with their covers secured by 8am on your forthcoming collection date and repeat every fortnight!**

SECTION 2 - REASONS TO RECYCLE

Q. Do householders have to participate in the scheme?

- A.** We would like as many people as possible to take part in the scheme if it is going to be successful. Although participation in the scheme is not compulsory, householders are to be actively encouraged. If you're having problems, or you're not sure what to do, please let us know and we'll do our best to help. Call the **Kerbside Helpline on 696450**.

Q. What if I don't want to take part in kerbside collections?

- A.** Please call the **Kerbside Helpline on 696450** and we will arrange to collect your kerbside boxes so that they can be used by another household.

Q. Why should I sort my waste out for recycling? It's easier for me to put it all into the one bin.

- A.** Recycling is easy too. The recycling containers provided are a convenient size to store inside or outside your home so you can easily place recyclables into the appropriate container once you have finished with them. Recycling also has environmental benefits, for example:

- Recycling helps to **reduce our use of natural resources** (e.g. coal, oil and gas). For example, recycling plastics reduces our use of oil which is forecast to run out in the next 80 years. Recycling 1 tonne of paper also saves 17 trees from being cut down and so protects our forests
- Recycling materials **saves energy** compared to producing similar products from raw materials. For example, recycling one aluminium can saves 95% of the energy needed to make a new can from raw materials
- Recycling helps to **protect natural habitats**. Obtaining raw materials to make new products often involves quite destructive processes. For example, bauxite is one of the raw materials needed in the manufacture of aluminium. However, bauxite needs to be mined from deep underground and tends to be found in sub-tropical regions where tropical rainforests are located. Recycling aluminium cans means there is no need to damage habitats to get to the materials needed to make products.
- Recycling **reduces the amount of waste going to the Energy from Waste Plant** (the Incinerator) in Braddan, which will otherwise reach its maximum operating capacity by 2011. Unless we can recycle more on the Island, we will be faced with huge waste disposal problems when the Energy from Waste Plant becomes too small to cope with the amounts of rubbish we produce, and we do not want to build a new incinerator or landfill site to cope with household rubbish.

SECTION 3: MATERIALS MARKETS

Q. What happens to the recyclable materials collected through the scheme?

- A. Paper** is recycled at the UK's largest paper recycling mill in North Wales. The mill is owned by a company called [UPM Kymmene](#) which processes paper to manufacture huge rolls of recycled newsprint. This newsprint is then sold to newspaper groups, including [Isle of Man Newspapers](#), which use it to produce our Courier, Manx Independent and Examiner newspapers, so the island is really 'closing the loop' on recycling. The paper is first delivered to the reception hall (which is like a huge warehouse) at the Energy from Waste Plant ([SITA Isle of Man](#)) where it is temporarily stored with the (30 tonnes per week of) paper collected from public recycling sites, prior to being shipped to the UK recycling mill using 'walking-floor' trailers.
- A. Glass** is recycled on the Island. It is first delivered to TEL's Waste Transfer Station in Snugborough Trading Estate, Union Mills, where it is transferred into skips, prior to transportation to Corlett's quarry at Ballaharra, Peel. All the glass bottles and jars are cleaned, and then crushed. The particles of crushed glass are then used as a sand replacement in the production of patio paving flags or in a product called 'Eco-sand'. So, not only are we re-using our glass, but we are also conserving our Island's natural aggregate resources by reducing the need to quarry sand.

A. Cans, foil & aerosols are delivered to TEL's Waste Transfer Station in Snugborough Trading Estate, Union Mills, where steel and aluminium are separated with a magnet. The metals are then transported to local scrap metal merchants, J Costain & Manx Metals for shipment to the UK for onward reprocessing and recycling into new metal products.

A. Plastic bottles are delivered to TEL'S Waste Transfer Station at Snugborough Trading Estate, Union Mills where they are baled, prior to shipment to plastics recycling plants in the North West of England. Here, the bottles are sorted, cleaned and processed to manufacture plastic pellets or flakes, which are then used as a raw materials in the production of new plastic products (e.g. plastic bottles, garden furniture, thermal fleeces). Plastics recycling plants have been sourced in partnership with 'RECOUP' (a national charity developing plastics recycling in the UK, promoting best practices and providing educational and training tools.)

SECTION 4: STRATEGY & FUNDING

Q. Why is the Government changing the way waste is managed on the Island?

A. The Department of Local Government and the Environment is undertaking a review of the way waste is currently managed, and should be managed, on the Island over the next 10-20 years.

In April 2006, the Department of Local Government and the Environment (DLGE) and representatives from Douglas, Onchan and Braddan formed a partnership Kerbside Collection Working Party (KCWP). The need for kerbside recycling was recognised by Tynwald as part of a long-term strategy for managing the Island's household waste. The remit of the KCWP was to research the options for, and costs of, implementing kerbside collection of recyclable materials throughout the Island.

Over the past year the KCWP has worked with Enviro consultants appointed to provide technical guidance, to collate data and consider options for introduction of kerbside. A *Final Options Appraisal Report* was produced ([download at: http://www.gov.im/dlge/waste/strategy_and_kerbside.xml](http://www.gov.im/dlge/waste/strategy_and_kerbside.xml)) including details of: household waste arisings and composition; data used in modelling; geographical areas modelled; the technical model used to estimate costs and resource requirements for each kerbside option; and, estimates of tonnages recovered for recycling.

The Options Appraisal report did not recommend a preferred option, but provided the data necessary to allow an assessment of resources and infrastructure required to implement kerbside collection. The outcome of this assessment has been the production of a draft Kerbside and Recycling Strategy which was presented to representatives of all Local Authorities at a meeting on 17th September 2007. This draft Strategy has now been endorsed as the Kerbside Collection and Recycling Headline Strategy for the Island. A copy of this document can be downloaded from the website.

The Headline Strategy objectives include: introduction of kerbside collection for paper, metal cans, glass bottles and jars, and plastic bottles in a Phase 1a area (Braddan, Onchan, Douglas and certain areas of Santon) by October 2008; expansion of bring bank recycling facilities; enhancing recycling facilities at CA sites; and, identification of a financial mechanism to deliver the long term funding of recycling on the Island (kerbside, bring banks, Civic Amenity Sites etc).

The Kerbside recycling scheme is in addition to your current refuse collection, which will remain unchanged. Having kerbside recycling containers makes it even easier to recycle as you will no longer have to transport your paper, cans & glass to your local bring banks. The increased convenience of recycling will help to increase the recycling rate on the Island and help contribute towards the protection of the environment.

Q. Have any trials taken place or has there been any public consultation to inform the decision making process?

- A.** In 2006, Douglas Corporation completed a five month kerbside recycling trial within the Governors Hill area. Participating households were each provided with a plastic recycling box for their newspapers, magazines, glass and aluminium. Following on from this trial, the Department of Local Government and the Environment (DLGE) commissioned a public survey of Governors Hill residents. Feedback from this survey informed the decision-making process for the 2008 kerbside collections (download the 'Governor's Hill Kerbside Collection Survey http://www.gov.im/dlge/waste/strategy_and_kerbside.xml)

Q. What are the implementation and ongoing operational costs for the new kerbside recycling scheme? And who is paying for this?

- A.** With the support of Tynwald, DLGE has been able to fund the £750,000 of capital costs needed to purchase three recycling vehicles, the recycling boxes and to provide consumer information about the scheme.

DLGE will also provide £350,000 p.a. to pay for staffing, training, fuel and other operational costs over the next three years. During this time consideration will be given to future funding arrangements and to the extension of kerbside collection to other parts of the Island as part of the development of an integrated system for managing the Island's wastes.

Kerbside Helpline: 696450

*Kerbside FAQ's
J D Hetherington, DLGE, November 2008*