

Frequently Asked Questions

MAKING CHANGES

Q. Why are these changes happening?

A. The reason we need to improve the recycling is simple. By putting the right thing in the right bin we can improve the quality of the recycling we collect in Lincolnshire and ensure that more items are successfully recycled back into products that can be used over and over again. The present method for collecting recycling (all in one bin) means that the vast majority of paper and card we collect is contaminated by the other items in the recycling bin, like glass and often food waste. Paper and card is also prone to becoming damp, wet and stained when mixed with other recycling. We believe that by collecting it separately in a different bin, it will be kept clean and dry, so it will be recycled rather than being lost because of the contamination. This also means that we can concentrate on the other types of material in your bin, plastics, metals and glass only to ensure that we can be as environmentally efficient as possible.

Q. Why are you introducing these changes whilst we are in the middle of a pandemic?

A. The trial that we undertook started well before the Covid-19 pandemic began. As with the other types of waste we collect from your homes (mixed recycling, general waste and garden waste), we operate our collections strictly adhering to all health and safety guidelines which are reviewed regularly to ensure that both our staff, and you the residents, are not put at additional risk. Like everyone, we do not know when the restrictions we are under nationally will change and so we have to continue to do our best to deliver effective and efficient services for you that take account of the environmental objectives that we still need to deliver.

Q. Where will my bin be delivered to and what do I need to do with it?

A. your bins will be delivered to the boundary of your property. Please make sure that you move them to a suitable place, along with your other household bins, as soon as possible. It would be helpful if you could put your house number onto the bin as this will help us identify your bin should there be any collection issues

Q. What will the bin look like?

A. You will receive a black bin with a purple lid to put your paper and card into.

Q When will I get another bin?

A. Your purple lidded paper and card bins will be delivered between 22nd March and 16th April 2021

Q. Can I have another/additional bin?

A. We will deliver you a standard sized 240 litre bin which we believe should be sufficient to collect all of your paper and card. There are some circumstances where your household may be entitled to an additional bin, please refer to the council's waste and recycling procedures which can be found at www.mybostonuk.com/operations If you have larger amounts of excess paper and cardboard, please visit your local Household Waste Recycling Centre <https://www.lincolnshire.gov.uk/clickandtip>

Q. Do I have to have another bin?

A. Yes, all households are now required to separate their paper and cardboard from the rest of their mixed dry recycling

Q. I don't have room for another bin at my home

A. We really do appreciate that some people may find it a challenge to accommodate another bin at home. If you really cannot manage another bin, we can arrange for a member of our team to come and survey the area that you store your bins and work with you to find the most appropriate solution for you. Please contact recycling@boston.gov.uk or telephone 01205 314200

Q. Can I access the information provided in languages other than English?

A. Yes, please go to www.mybostonuk.com/waste to find translations of all of our leaflets and letters

COLLECTION OF BINS

Q. What will happen if you cannot collect my bins due to Covid-19?

A. Since the start of the pandemic we have been regularly reviewing all of the health and safety precautions that we take. We have a set of full contingency plans in place in case we cannot collect your bins as we normally would, these are typically the same sort of plans we would have in place for things like heavy snowfall or other inclement weather. In the event that we cannot collect on your normal day we will do our best to communicate any changes to you as soon as we can.

Q. What can go into my paper and card bin?

A. All paper (except shredded paper or tissues) and cardboard can be put into your paper and card bin but it must be CLEAN WITH NO FOOD RESIDUE.

Please see www.mybostonuk.com/waste for further details and clarification

Q. Will my collection day change and how often will my collections be?

A. (Boston BC) No your collection day will remain the same, your frequency will change slightly and your paper and card will be collected in line with the calendar shown at www.mybostonuk.com/refuse-calendar. The overall volume of the recycling that we collect from you will not change, it will just be the frequency of the collection that is different. We will still be using the same vehicles and crews to collect your purple bin. Households will receive details of what materials will be collected on each day which can also be found by going to the following link www.mybostonuk.com/find-your-bin-day/

Q. How often will my new paper and card bin be collected?

A. Please check the calendar that arrives with your householder pack or online at www.mybostonuk.com/waste

Q. Will you take extra waste placed next to any of my bins?

A. No. From 26th April we will no longer be able to take any additional waste not placed inside any of your bins. If you excess waste, please visit your local HWRC. <https://www.lincolnshire.gov.uk/clickandtip>

Q. Will assisted collections continue to be available?

A. Yes. If you already have an assisted collection, this will continue.

WHAT CAN GO IN THE BINS AND WHAT HAPPENS TO IT

Q. What happens if I put the wrong materials in the bins?

A. We cannot empty bins that contain incorrect materials. Wrong materials can contaminate the load and make it unsuitable for recycling. Bins will be stickered/tagged and will not be

emptied until the next relevant scheduled collection when you must have removed the items not suitable for recycling. If in doubt check refer to the letter and leaflet we have sent to each household or check on the website at www.mybostonuk.com/waste

Q. Why can't you recycle wet/damp card/paper?

A. If your recycling is wet, the paper and cardboard can stick together and won't be able to be recycled.

Q. Why can't you recycle shredded paper and tissues?

A. The small pieces of shredded paper get trapped in the paper recycling machinery and can cause a fire hazard, this needs to be bagged and placed into the green bin. Tissues are made of very short fibres which are not high enough quality so cannot be recycled.

Q. If we have to separate our paper & card now, what has been happening to it before?

A. Your blue recycling bin containing plastics, metals, glass and paper & card is currently sent to our contractor to sort. By separating your paper and card into a single bin this will avoid the paper and card becoming damp, wet and stained when mixed with other recycling. We believe that by collecting it separately in a different bin, it will be kept clean and dry, so it will be recycled rather than being lost because of the contamination.

Q. Where does my rubbish go to?

A. Your general waste (green bin) goes to the Energy From Waste plant at North Hykeham where it is incinerated and the energy that is produced is put back into the grid and used to power over 29,000 homes per year.

Your recycling (blue bin) is sent to a contractor who sorts out the waste into types and then sends it to onwards destinations to be recycled.

The contents of your purple-lidded bin will be sent to a dedicated paper reprocessor who will use it to make back into paper & cardboard products.

GENERAL QUESTIONS

Q. What is the cost and who is paying for this?

A. For all new ventures, we need to firstly invest in the required containers, materials and collection methods. This initial investment, funded by Lincolnshire County Council, will be recouped within three to five years and will be greatly outweighed by the long-term savings. That money could then instead be spent on other vital services in your community. It is important to remember that it isn't just about costs. It is about us doing the right thing to help protect the environment for the future, as our residents expect. By using a specialist paper recycler, we can reduce the amount of miles it travels before being fully recycled and consequently our carbon footprint and by reducing the contamination in the rest of the recycling this process also becomes more efficient both economically and environmentally.

Q. Do you use the same vehicles to collect recycling and general waste?

A. Yes the same vehicles are used to collect both recycling and general waste. The vehicles are equipped with a blade to push out all of the rubbish collected in the back and are emptied every night to make sure there is no possibility of general waste being mixed in with the recycling you have separated at home.

Q. Is this change going to be happening everywhere?

A. The aim is to roll this method of collection out across all of the districts in Lincolnshire over the next 3-4 years. Nationally, the government are moving towards a set of "core" materials which all Councils will need to recycle.

Q. Can I put my house number/name on my bin?

A. Yes, please do. We would encourage you to mark your bins with your house name/number as this will help to prevent your bin being taken in by someone else by mistake.

Q. Will communal bin areas be included in the roll out of paper and cardboard collection?

A. we are working to find the right solution for bins kept in communal areas and will ensure that we work with residents/landlords to try to provide the best possible solution going forward. Residents living in communal areas will be kept up to date with the progress of this.