

Changes to your recycling and non-recyclable waste collections

From
Monday
3 June
2024



 Sir Ddinbych yn ailgylchu
Denbighshire recycles

Cyngor
sir ddinbych
denbighshire
County Council



What's changing?

From Monday 3 June 2024:

1. you'll need to **sort your 'dry' recyclable items into separate containers.** We're giving you a new **Trolibocs system with three boxes** for your:

- **paper** (top box with blue lid),
- **metal cans, tins, aerosols & foil, plastic bottles, pots, tubs & trays, and food & drink cartons** such as Tetra Pak (middle box with red flap), and
- **glass bottles & jars** (bottom box with green flap).



We're also giving you a **new reusable blue bag** for your **cardboard.**

2. we'll collect the contents of your **Trolibocs** and **reusable blue bag every week.**

3. we're introducing new collections for your **small electrical items** (page 12), **household batteries** (page 12), and **textiles** (page 13).

4. we'll collect your **leftover non-recyclable waste** from your **wheelie bin every four weeks.** The wheelie bin you use for your non-recyclable waste might change (page 3).

5. **your collection day may change.** To check your new collection dates, visit our website or contact us from Wednesday 15 May 2024.

What's changing?

If you currently have...	From Monday 3 June 2024, please...	We will...
<p>a 240-litre black wheelie bin</p> <p>and</p> <p>a 240-litre blue wheelie bin</p>  	<ul style="list-style-type: none">• use the 240-litre wheelie bin that's in the best condition for your non-recyclable waste.• apply the sticker enclosed with this leaflet to this bin, which will make clear to us the one you're keeping.• stop using the other 240-litre wheelie bin and ensure it's empty.	<p>collect your empty 240-litre wheelie bin between Monday 3 June and Friday 2 August 2024.</p> <p>We'll either reuse or recycle this bin.</p> 
<p>a 140/180-litre black wheelie bin</p> <p>and</p> <p>a 240-litre blue wheelie</p>  	<ul style="list-style-type: none">• use your larger 240-litre blue wheelie bin for your non-recyclable waste.• apply the sticker enclosed with this leaflet to this bin, which will make clear to us the one you're keeping.• stop using your 140/180-litre black wheelie bin and ensure it's empty.	<p>collect your empty 140/180-litre black wheelie bin between Monday 3 June and Friday 2 August 2024.</p> <p>We'll either reuse or recycle this bin.</p> 



Please apply the sticker enclosed with this leaflet to the wheelie bin you're keeping for your non-recyclable waste.

What isn't changing?

- We'll continue to **collect your food waste** from your **orange caddy every week**, alongside your 'dry' recycling.
- If you're registered for the service, we'll **collect your absorbent hygiene products (AHP)** – such as nappies and incontinence items – from **your black caddy with purple lid every week**.
- If you're registered for this chargeable service, we'll continue to **collect your garden waste** from your **green wheelie bin every two weeks**.

Why we are making these changes.

With a national recycling rate of over 65%, Wales is the world's third best recycling nation, but we need to do more...

- ✓ By collecting your recycling in separate containers, already sorted, it'll improve the quality of the materials we collect from you. This means more of it will remain within the UK to be recycled to create new products – rather than being sent abroad – which reduces our carbon emissions and helps prevent climate change.
- ✓ By introducing new collections for your small electrical items, household batteries and textiles, it'll make it even easier for you to recycle more of your waste from home.
- ✓ Whilst most people in Denbighshire recycle, around 33% of what's put in bins for non-recyclable waste could have been easily recycled instead. By increasing how often we collect your recycling, introducing collections for extra recyclable materials, and reducing how often we collect your non-recyclable waste, it will encourage more residents to sort their waste and recycle what they can from home.
- ✓ The changes are in line with the advised approach for all recycling and non-recyclable waste collections across Wales set by Welsh Government, which will help us meet its statutory target of recycling 70% of all our waste by 2025. We currently recycle 66% of our waste (2022/23).
- ✓ Several Welsh local councils have already rolled out these changes and they've seen an increase in the quantity and quality of recycling collected in those areas.

How should I present my recycling and non-recyclable waste for you to collect?

1. Put the correct items in the correct containers.
.....
2. Tie your food waste caddy liners and single-use sacks securely.
.....
3. Close the flaps and lids on your bag, bins, boxes and caddies, to prevent your recycling and non-recyclable waste from escaping and to keep their contents as dry as possible.
.....
4. Use only the Council-provided bag, bin, boxes, caddies, caddy liners and sacks for your recycling. Do not use any other type of container.
.....
5. Place your containers at your collection point before 6:30am on your collection day.
.....
6. Collect your containers from your collection point as soon as possible once we've collected their contents.



Want to check your new collection dates?

Visit our website or contact us from Wednesday 15 May 2024.

What goes where?

Food waste



Orange caddy



✓ Yes please

- ✓ Used teabags and coffee grounds
- ✓ Eggshells
- ✓ Fruit skins and vegetable peelings
- ✓ Raw and cooked meat and fish, including bones and shells
- ✓ Plate scrapings
- ✓ Leftovers that can't be safely stored to eat later
- ✓ Food that's no longer safe to eat
- ✓ Pet food

Please remember:

- if you need a new supply of food waste caddy liners, either attach the 'reorder tag' (that comes with each roll of liners) to your caddy handle, or tie an unused liner around your handle, and we'll leave a new supply of liners on top of, or alongside, your caddy. Alternatively, you may collect a new supply of liners from your nearest One Stop Shop

✗ No thank you

- ✗ Packaging of any kind
- ✗ Liquids such as milk *
- ✗ Liquid oils or fats **
- ✗ Any material that's not food waste

* You may pour small amounts of liquid food or drinks down the sink, ideally alongside a small amount of water to ensure the waste runs away easily, without causing blockages.

** Please take these items to your local Recycling and Waste Park in a suitable container.

If you need to get rid of any fats that are solid or only part-liquid, please put these in your wheelie bin for non-recyclable waste.

We collect your **food waste** from your home **every week**.
To check your collection dates, visit our website or contact us.

What goes where?

Paper



Trolibocs

Top box with blue lid



Yes please

- ✓ Letters
- ✓ Envelopes, with and without windows
- ✓ Magazines
- ✓ Newspapers
- ✓ Brochures and catalogues
- ✓ Printer paper
- ✓ Small quantities of shredded paper, such as receipts and household bills – please put this in a single-use plastic bag and tie it, before putting it in your box

Please remember to:

- keep paper dry



No thank you

- ✗ Kitchen roll, paper towels or tissues *
- ✗ Scratch cards *
- ✗ Sticky papers, such as Post-it notes, sticky labels or paper tape *
- ✗ Wallpaper *
- ✗ Wrapping paper *
- ✗ Food, oil, grease or paint-contaminated paper *
- ✗ Plastic film, such as that used to wrap magazines (see page 17)
- ✗ Wet paper of any kind *

* Please put these items in your wheelie bin for non-recyclable waste.

We collect your **paper** from your home **every week**.
To check your collection dates, visit our website or contact us.

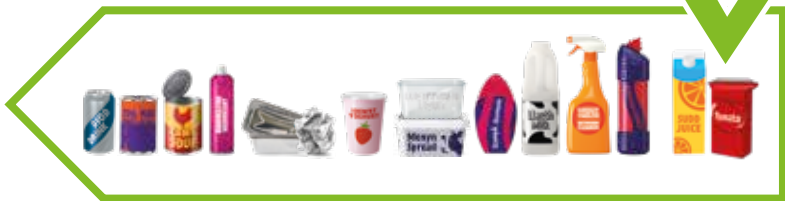
What goes where?

Metals, plastics and cartons



Trolibocs

Middle box with red flap



- Metal cans, tins, aerosols and foil
- Plastic bottles, pots, tubs and trays
- Food and drink cartons, such as Tetra Pak

✓ Yes please

Metals

- ✓ Drinks cans, such as those used for beer and soft drinks
- ✓ Food tins, such as those used for beans and soup
- ✓ Metal chocolate and biscuit tins, and their lids
- ✓ Empty aerosols
- ✓ Clean foil sheets and trays

Cartons

- ✓ Food and drink cartons, such as Tetra Pak, used for fruit juice, milk and soup

Please remember to:

- remove any pumps from toiletry bottles and put these in your bin for non-recyclable waste
- remove any plastic film or absorbent pads and put these in your bin for non-recyclable waste
- empty and rinse metal and plastic items
- safely squash metal and plastic items to make them smaller, if possible
- ensure aerosols are empty
- ensure foil is clean

✗ No thank you

Metals

- ✗ Crisp packets *
- ✗ Foil sweet wrappers *
- ✗ Food or drink laminated foil pouches, such as those used for coffee, juice, rice, baby food or pet food *
- ✗ E-cigarettes or vapes **

* If you need to get rid of these items, see page 17.

** Please dispose of these as small electrical items (see page 12).

What goes where?

Metals, plastics and cartons continued...



Yes please

Plastics

- ✓ Plastic skincare and toiletry bottles, such as those used for hand wash, body wash, shower gel, shampoo, conditioner and bubble bath
- ✓ Plastic cleaning product bottles, such as those used for bleach, washing-up liquid, laundry detergent and fabric conditioner, and tubs that hold laundry washing capsules and tablets
- ✓ Plastic drinks bottles, such as those used for soft drinks, milk and water
- ✓ Plastic pots, such as cream and yoghurt pots
- ✓ Plastic tubs, such as butter, margarine, chocolate, sweet and ice cream tubs
- ✓ Plastic trays, such as cake, muffin and meat trays
- ✓ Plastic punnets, such as fruit and vegetable punnets
- ✓ Plastic takeaway trays and lids
- ✓ Plastic bottles from your garage, greenhouse or shed, such as non-toxic liquid plant food bottles



No thank you

Plastics

- ✗ Plastic bags or wrapping (see page 17)
 - ✗ Black or brown plastic bottles, pots, tubs or trays ***
 - ✗ Netting used to package fruit or vegetables ***
 - ✗ Cat or dog dry food bags ***
 - ✗ Garden compost or topsoil bags ****
 - ✗ Blister packs, that is the plastic packaging used for tablets or capsules ***
 - ✗ Toothbrushes or toothpaste tubes ***
 - ✗ Plastic razors ***
 - ✗ Hard plastics, such as garden chairs, children's toys, kitchen bins, washing-up bowls, plant pots or Tupperware containers ****
 - ✗ Lighters *****
 - ✗ Gas canisters *****
 - ✗ E-cigarettes or vapes *****
- *** Please put these items in your bin for non-recyclable waste.
- **** Please take these items to your local Recycling and Waste Park.
- ***** Please dispose of these as small electrical items (see page 12).

What goes where?

Glass bottles and jars



Trolibocs

Bottom box with green flap



✓ Yes please

- ✓ Glass bottles, such as those used for beer, wine and soft drinks
- ✓ Glass jars, such as those used for baby food and sauces
- ✓ Non-food and drink glass bottles and jars, such as those used for perfume, aftershave and face creams

Please remember to:

- empty and rinse glass items
- remove any metal or plastic caps or lids and put these in your Trolibocs' middle box for mixed metals, plastics and cartons

✗ No thank you

- ✗ Ceramics or china*
- ✗ Drinking glasses*
- ✗ Flat glass, such as windowpanes*
- ✗ Mirrors*
- ✗ Glass cookware, such as Pyrex*
- ✗ Microwave plates*
- ✗ Vases*
- ✗ Nail varnish bottles*
- ✗ Broken glass*

* Please take these items to your local Recycling and Waste Park or put them in your bin for non-recyclable waste. Wrap these items safely in an old newspaper or kitchen roll, or double-bag them, to ensure crews aren't harmed when collecting them.

We collect your **glass bottles and jars** from your home **every week**.

To check your collection dates, visit our website or contact us.

What goes where?

Cardboard



Blue bag



✓ Yes please

- ✓ Cardboard boxes, such as those used for cereals, cakes, dishwasher tablets, shoes, tissues, toiletries, and toothpaste
- ✓ Toilet roll tubes
- ✓ Egg cartons
- ✓ Card sleeves used to package foods, including ready-meals and multipacks
- ✓ Greeting cards that don't have badges, bows, foil, glitter or ribbons
- ✓ Cardboard backing from packs of batteries and toothbrushes
- ✓ Online delivery boxes and cardboard envelopes
- ✓ Brown and grey paper

Please remember to:

- cut and flatten cardboard to ensure it fits in your bag
- keep cardboard dry

✗ No thank you

- ✗ Food, oil, grease or paint-contaminated cardboard, such as pizza boxes *
- ✗ Greeting cards that have badges, bows, foil, glitter or ribbons that can't be removed *
- ✗ Wrapping paper *
- ✗ Polystyrene *
- ✗ Food or drink cartons, such as Tetra Pak, used for fruit juice, milk or soup **

* Please put these items in your bin for non-recyclable waste.

** Please put these items in your Trolobocs' middle box for mixed metals, plastics and cartons.

We collect your **cardboard** from your home **every week**.
To check your collection dates, visit our website or contact us.

What goes where?

Small electrical items



Place items loosely on top of your Trolibocs.

✓ Yes please

- ✓ Kettles
- ✓ Hairdryers
- ✓ Toasters
- ✓ Power tools
- ✓ Radios
- ✓ Irons
- ✓ E-cigarettes and vapes – please put these in a single-use plastic bag, tie it securely, then place it on top of your Trolibocs



✗ No thank you

- ✗ Electric clothes airers *
- ✗ Televisions *
- ✗ Vacuum cleaners *
- ✗ Microwaves *
- ✗ Fridges or freezers *

* Please take these items to your local Recycling and Waste Park.

Please remember:

- items should be no larger than a kettle or toaster

Household batteries



Clip the reusable pink pouch onto your Trolibocs handle.

✓ Yes please

- ✓ Household batteries, such as AAA, AA, B, C, D, DD and 9V batteries

✗ No thank you

- ✗ Lithium-ion 'button' batteries, such as those used in calculators, hearing aids or watches *
- ✗ Chargeable batteries from laptops, mobile phones, power tools or vacuum cleaners *
- ✗ Car batteries *
- ✗ Battery chargers *
- ✗ E-cigarettes or vapes **

* Please take these items to your local Recycling and Waste Park.

** Please dispose of these as small electrical items (see left column).

We collect your **small electrical items** and **household batteries** from your home **every week**. To check your collection dates, visit our website or contact us.

What goes where?

Textiles



**Single-use
white sack**



Yes please

- ✓ Adults and children's clothing
- ✓ Shoes
- ✓ Handbags
- ✓ Belts
- ✓ Curtains
- ✓ Bedding



No thank you

- ✗ Duvets or quilts *
- ✗ Pillows *
- ✗ Sleeping bags *
- ✗ Cushion inners *
- ✗ Carpets *

* Please take these items to your local Recycling and Waste Park.

Please remember:

- to ensure textiles are clean and dry, and shoes are in pairs
- to use only the single-use white sacks provided by our partner, Co-Options Social Enterprise
- if you need to order a new supply of white sacks, email Co-Options at office@cooptions.co.uk or call them on 01745 332300
- this new collections service is optional; you may still take unwanted clothing to your local Recycling and Waste Park, or any other legitimate outlet

Co-Options will collect **textiles** from your home **every four weeks**.
To check your collection dates, visit our website or contact us.

What goes where?

To find out how and when you can register for this free collections service, visit [www.denbighshire.gov.uk/absorbent hygiene products](http://www.denbighshire.gov.uk/absorbent-hygiene-products) or contact us

Absorbent hygiene products



Black caddy with purple lid and single-use purple sacks



✓ Yes please

- ✓ Nappies, nappy bags and wipes
- ✓ Disposable bed pans and liners
- ✓ Incontinence pads
- ✓ Bed and chair pads
- ✓ Colostomy and stoma bags
- ✓ Catheter bags and urine bottles
- ✓ Plastic gloves and disposable aprons

Please remember:

- to use only the Council-provided single-use purple sacks and black caddy with purple lid
- if you need to order a new supply of purple sacks, attach a 'reorder tag' to the handle of your caddy, then we'll leave a new supply of sacks on top of, or alongside, it. Alternatively, contact us

✗ No thank you

- ✗ Sanitary products, such as sanitary liners, tampons or towels **
- ✗ Plasters or bandages **
- ✗ Clinical waste, such as dressings contaminated with blood, needles, syringes or other sharp products ***
- ✗ Vomit *
- ✗ Human faeces *
- ✗ Animal faeces **

* Please flush this waste down your toilet.

** Please bag these items then put them in your bin for non-recyclable waste.

*** Denbighshire County Council doesn't provide a 'sharps' collection for these items. Please contact your local health board, district nurse team or NHS 111 for advice.

We collect your **absorbent hygiene products** from your home **every week**, if you're registered for this service. To check your collection dates, visit our website or contact us.

What goes where?

Garden waste



**Green
wheelie bin**



Contact us to
register for this
chargeable
collections
service



Yes please

- ✓ Grass, leaves and most weeds
- ✓ Plants and flowers
- ✓ Shrub cuttings and hedge clippings

Please remember:

- you may take garden waste to your local Recycling and Waste Park for free all year round



No thank you

- ✗ Soil, stones or logs **
 - ✗ Invasive weeds, such as Japanese knotweed ***
 - ✗ Any garden furniture, whether plastic or wooden **
 - ✗ Animal faeces *
 - ✗ Pet bedding, such as hay, straw or wood shavings *
- * Please bag these items then put them in your bin for non-recyclable waste.
- ** Please take these items to your local Recycling and Waste Park.
- *** Please arrange for a specialist contractor to collect this and dispose of it safely.

We collect your **garden waste** from your home **every two weeks**, if you're registered for this chargeable service.

To check your collection dates, visit our website or contact us.

What goes where?

Non-recyclable waste



Black wheelie bin
OR Blue wheelie bin



Yes please

- ✓ Black and brown plastic bottles, pots, tubs and trays
- ✓ Nappies (see page 14)
- ✓ Wet wipes
- ✓ Polystyrene
- ✓ All remaining household waste that can't be recycled *



No thank you

- ✗ Any items that can be recycled from home using your Council-provided containers, or those that can be recycled at your local Recycling and Waste Park

* If you need to get rid of any **plastic bags and wrapping**, see page 17 to find out how you can recycle these at 'out-of-home' recycling points at locations such as supermarkets.

Please remember:

- not to put additional waste alongside, or on top of, your wheelie bin. This is known as 'side waste'. We don't collect 'side waste' and you may have to pay a fine

We collect your **non recyclable waste** from your home **every four weeks**.
To check your collection dates, visit our website or contact us.

What goes where?

What should I do with plastic bags and wrapping?

If you need to get rid of any **plastic bags or wrapping**, some of these items are accepted at **'out-of-home' recycling points** at locations such as supermarkets.

Visit walesrecycles.org.uk to find your nearest facility.

The types of items accepted may vary between different locations, therefore please follow the guidance provided by the organisation managing the recycling point.

If you're unable to take these items to one of these facilities and you need to dispose of these at home, please put them in your **bin for non-recyclable waste**.



Carrier bags and Bags for Life



Ready-packed fruit, salad and vegetable bags



Thin plastic bags for loose fruit, salad and vegetable items



Film, such as cling film, ready meal lids or yoghurt pot lids



Freezer bags



Frozen food bags



Pasta and rice bags



Bread bags



Magazine and newspaper wrapping



Multipack wrapping and rings from bottle and can multipacks



Cereal box liners



Wrapping from toilet and kitchen roll packs



Dry cleaning bags and bags covering new clothing



Parcel bags and bubble wrap



Packaging and sticky tape



Crisp packets and biscuit wrappers



Food and drink laminated foil pouches, such as those used for coffee, juice, rice, baby food or pet food

Please don't put plastic bags and wrapping in your Trolibocs box for mixed metals, plastics and cartons.

Frequently asked questions

How should I store my new containers?

You may choose to store your new containers outside, in your garden, garage, or garden shed or container, or inside your home.

Please feel free to write your house name or number on your new containers using a marker pen, which will help you identify which containers are yours once we've collected their contents.

What should I do with my old wheelie bin?

From Monday 3 June 2024, the wheelie bin you use for your non-recyclable waste might change. Please turn to page 3 to find out which bin you should use.

From this date, please ensure your other wheelie bin is empty. We'll collect it from outside your home between Monday 3 June and Friday 2 August 2024, and we'll either reuse or recycle it. We'll confirm this date with you nearer the time.

Can I get extra recycling containers?

Yes. If, after a few weeks of using the new service, you feel you need extra containers for your recycling, visit our website to find out how you can order these items for free.

Please remember to save space in your containers by safely crushing or squashing your metal, plastic and carton items where possible, and cutting cardboard, to ensure they fit in your containers.

How should I sort my recycling inside the home?

How you manage your recycling inside your home will be up to you and will be an individual choice. If you'd like any advice or help to sort your recycling, please contact us.

I need help sorting and recycling my waste. Can you please help me?

We have a team of Recycling Officers that can:

- give you advice and guidance about all our recycling and non-recyclable waste services, and
- support you to maximise your recycling and minimise your non-recyclable waste.

To arrange for one of our Recycling Officers to visit you in your home, please contact us.

Frequently asked questions

I'm unable to put my recycling and non-recyclable waste out for you to collect. Can you please help me with this?

If you're temporarily or permanently unable to put your recycling and non-recyclable waste out for us to collect due to you having limited mobility, and there is no one else to help you, you may contact us to apply for an 'assisted collection' and we will assess your situation. An 'assisted collection' is when our crews collect your recycling and non-recyclable waste from an agreed collection point that's convenient, easy and safe for you to access.

I currently receive an 'assisted collection'. Will this continue?

Yes. If you currently receive an 'assisted collection', we'll continue to provide this service for you. You don't need to register again for this service.

What should I do with bulky waste?

If you have a household item that's too large for you to take to your local Recycling and Waste Park, you may arrange for a bulky item collection, which means we'll collect this item from your home for a small fee.

For information or to book a bulky item collection, visit our website or contact us.

What else can I recycle?

To find out what other household waste you can recycle at home or at your local Recycling and Waste Park, use our handy A to Z guide. It allows you to search for an item and we'll tell you how to recycle or dispose of it correctly.

To access our 'A to Z Recycling Guide', visit our website at www.denbighshire.gov.uk/recycling

What happens to my recycling once you collect it?

To find out what happens to your recycling once we collect it, and where each separate material goes, visit www.myrecyclingwales.org.uk

To find out what your recycling becomes, visit www.walesrecycles.org.uk

Are you subscribed to our e-newsletter?

We include the latest news and updates about our recycling and non-recyclable waste services in County Voice, our residents' e-newsletter.

To subscribe to County Voice, scan the QR code or visit www.denbighshire.gov.uk/county-voice



Frequently asked questions

What will happen if I accidentally put the wrong items in my recycling containers?

It's important you put the correct items in the correct containers, and that your recycling containers don't contain materials that can't be recycled. However, we recognise anyone can make a mistake.

If you put out a container that's too full or too heavy, or it includes items that shouldn't be there, our crews will place a sticker or tag on it asking you to correctly sort its contents in time for your next collection.

If, after looking at this leaflet, you're unsure of where to put certain items, take a look at our online 'A to Z Recycling Guide', which allows you to search for an item and we'll tell you how to recycle or dispose of it correctly. If you're still unsure about how to dispose of certain items correctly, please contact us.

If you realise you've put something in the wrong container after we've collected your recycling, please don't worry – just try to remember to get it right next time. Please also remember to remove the sticker or tag from your container, then put it in your wheelie bin for non-recyclable waste.

What will happen if I don't recycle my waste?

Most people in Denbighshire recycle what they can – thanks to those of you that are

doing your bit. But sadly, a few people aren't doing all they could be, and could have to pay a fixed penalty of £100 or appear in court.

Why have you collected some of my recycling and non-recyclable waste, but not all of it?


Whilst we collect your recycling and non-recyclable waste on the same day, we collect them in separate vehicles, at different times between 6:30am and 3pm. Please don't report any missed collections until after 5pm and check our website or social media accounts for information about any disruptions to our collection services.

And please remember, whilst we collect your recycling every week, we collect your garden waste every two weeks (if you're registered for this service), and your textiles and non-recyclable waste every four weeks. To check your collection dates, visit our website.

Your recycling is making a BIG difference in Denbighshire.

Thank you for continuing to do the right thing and for doing your bit for the environment, by sorting your waste and recycling.

 www.denbighshire.gov.uk/recycling

 **01824 706000 (Monday to Friday, 8.30am to 5pm)**

 **denbighshirecountycouncil**

 **@denbighshirecc**