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# SUPPORTING WASTE AND RECYCLING SERVICE CHANGES

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## Supporting waste and recycling service changes

### Household waste and recycling services may need to change to decrease waste, increase recycling and reduce costs.

Keep Britain Tidy has worked with a range of local authorities who have made significant changes to their services including:

- Switching from a kerbside sort recycling system to a co-mingled system
- Reducing the frequency of waste and recycling collections
- Introducing wheeled bins for waste and recycling
- Limiting the amount of residual waste collected
- Introducing food waste collections and paid-for garden waste collections
- Expanding recycling services to flats

Communication with residents is the key to ensuring that they buy into new waste and recycling services and use them effectively.

### Successfully supporting service changes across England including Birmingham, Cheshire West and Chester, Gateshead, Harlow, Liverpool and the London Boroughs of Barking and Dagenham, Ealing, Hackney, Newham and Waltham Forest

Keep Britain Tidy has extensive experience of supporting waste and recycling service changes through a variety of face-to-face engagement approaches.

Our approach includes delivering community roadshows prior to any service change, door-to-door engagement campaigns before and after the service goes live and engaging with residents at the point of container delivery and initial collection. Our service can also include the provision of project support staff.

We also have a strong track record in supporting waste and recycling service changes through surveying properties (eg assessing suitability for wheeled bins) and facilities (eg surveying existing flats recycling infrastructure).

“In Ashfield we made the biggest change in our waste collection service since the introduction of recycling over a decade ago. With the help and support of Keep Britain Tidy we were able to communicate with our residents to ensure they had the support they needed to use the new scheme. Keep Britain Tidy’s Waste and Recycling Advisors were friendly, professional and supportive. We would definitely look to them for support again if we needed it.”

**Samantha Dennis, Service Lead - Waste and Environment, Ashfield District Council**