



# Recycling at home helps the environment

With your support we are aiming to increase recycling to more than 50%. Reducing, recycling and composting your waste helps to protect our environment. This booklet contains information about your recycling services and how to maximise the amount you recycle.

Veolia offers a number of weekly recycling collection services that are outlined on pages 4 and 5. Please help us by ensuring the right materials go into the right sack, box or bin so they can be recycled.

Please present all sacks, bins, and boxes at the boundary of your property by 7.00am on your collection day.

Every year, British households throw away around 7 million tonnes of food waste. If food waste ends up in landfill it decomposes, producing harmful gases and liquids.

Importantly, it means that precious resources that could otherwise be re-used or recycled into new products are wasted. Landfill is usually more expensive than recycling so it makes financial sense to recycle and use any money saved to deliver other services. Furthermore, recycling benefits the environment by reducing the need for new materials.

## How is food waste processed?

Once collected, food waste is either mixed with green waste and taken to an Anaerobic Digestion (AD) plant or composted at an In-vessel Composting facility (IVC). At an AD plant, food waste is mixed in large vats and as bacteria break down the food waste, they release methane which is used to generate renewable energy. After treatment, the remaining liquid can be used to fertilise crops.

## How to use and care for your caddy



Food waste

- ✓ All uneaten food and plate scrapings



Dairy



Meat & bones

- ✓ Raw meat
- ✓ Cooked meat
- ✓ Bones



Tea & coffee grounds



Fish

- ✓ Fish
- ✓ Cooked fish
- ✓ Bones



Rice, pasta & beans

# Recycling collection services



- ✓ Dairy products
- ✓ Cheese
- ✓ Eggs



- ✓ Bread
- ✓ Cakes
- ✓ Pastries

- ✓ Tea bags
- ✓ Coffee grounds



- ✓ Raw vegetables
- ✓ Cooked vegetables
- ✓ Whole fruit
- ✓ Peelings

- ✓ Rice
- ✓ Pasta
- ✓ Beans

*Remember you can recycle your mouldy and out of date food, including ready meals, but remove them from their packaging first.*

## What happens to my recycling?

We collect your recycling in a vehicle with a split compartment: one side is for paper and cardboard, and one for mixed recycling (pink sacks). Paper and cardboard are collected separately in the blue box as the quality of the recycled material is higher when the card and paper are kept clean and dry. Pink sacks are sent to a Materials Recovery Facility (MRF). Once there, the items pass through a mixture of mechanical and hand sorting processes to separate the different materials. Materials we collect can be turned back into bottles, paper and card, or transformed into other things, like jumpers, insulation and even picnic tables!

## What happens to small electricals and textiles?

Small electrical items can be presented loose in a plastic carrier bag. Once collected they are taken to a reprocessor and, if unsuitable for re-use, are broken up for recycling. Textiles are collected in the clear textile recycling bags and are either re-used, turned into rags or used as mixed stuffing material.

### Blue food waste bin for cooked and uncooked food waste

#### ✓ Yes please

- ✓ Fruit peelings
- ✓ Vegetable peelings
- ✓ Bones
- ✓ Coffee grounds
- ✓ Cheese
- ✓ Meat
- ✓ Bread and pastries
- ✓ Tea bags
- ✓ Plate scrapings
- ✓ Fish
- ✓ Egg shells

#### ① Need more liners? (They're free!)

Please place the special hanger on your collection bin.

#### ✗ No thanks

- X Liquids
- X Plastic bags
- X Any packaging of any type



### Blue box for paper and card

#### ✓ Yes please

- ✓ Mixed paper and card
- ✓ Newspapers
- ✓ Magazines
- ✓ Cardboard
- ✓ Cartons, e.g. Tetra Pak
- ✓ Shredded paper (place under other paper & card so it doesn't blow out of your box)

① Large cardboard should be flattened and left under or next to your box.

#### ✗ No thanks

- X Food contaminated paper and card, like dirty, greasy takeaway pizza boxes
- X Carrier bags
- X Greasy, waxed or shiny wrapping paper



### Clear recycling sack for mixed textiles

#### ✓ Yes please

- ✓ Mixed textiles and clothes
- ✓ Paired shoes
- ✓ Worn or torn clothing
- ✓ Handbags
- ✓ Curtains
- ✓ Pillowcases and sheets
- ✓ Paired shoes

#### ✗ No thanks

- X Duvets
- X Pillows
- X Cushions
- X Rugs, mats and carpets
- X Rubbish
- X Non-textile items



### Green garden waste wheeled bin/sack

#### ✓ Yes please

- ✓ Grass
- ✓ Leaves
- ✓ Tree, shrub and rose prunings
- ✓ Branches up to 15cm (6") in diameter and 90cm (3 foot) in length
- ✓ Cut flowers
- ✓ Weeds

#### ✗ No thanks

- X Stones and soil
- X Food waste of any kind - including fruit and vegetable peelings
- X Plastic bags of any kind
- X Pre-treated wood
- X Concrete and bricks
- X Metal and glass



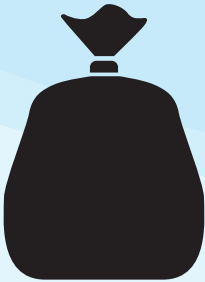
## Black refuse sack for non-recyclable waste

### ✓ Yes please

- ✓ Food contaminated packaging
- ✓ Disposable nappies, incontinence pads, sanitary waste (please double bag where necessary)
- ✓ Polystyrene
- ✓ Pet bedding, faeces and cat litter
- ✓ Any waste that cannot be recycled
- ① **Don't forget** - if an item can't be recycled could it be composted or re-used through the Household Waste Recycling Centres (HWRCs).

### ✗ No thanks

- ✗ Clean and dry recyclable items
- ✗ Paper and card
- ✗ Food
- ✗ Textiles
- ✗ Small electricals (please use your recycling services)



## Pink sack for dry mixed recycling

### ✓ Yes please

- ✓ **Plastic:**  
Plastic bottles, trays, pots, tubs and films
- ✓ **Steel and aluminium:**  
All drink cans and food tins, all empty aerosols, kitchen foil, all foil trays
- ✓ **All glass bottles and jars**



### ✗ No thanks

- ✗ Non-recyclable waste
- ✗ Polystyrene
- ✗ Paper and card (place in paper/card box please)
- ✗ Light bulbs
- ✗ Spectacles
- ✗ Plate glass
- ✗ Pyrex glass
- ✗ Drinking glasses
- ✗ Mirrors and crockery
- ✗ Wood
- ✗ Pet food sachet



## Small electrical items

place in plastic carrier bag and leave next to pink sack

### ✓ Yes please

- ✓ Small electricals
- ✓ Hairdryers and straighteners
- ✓ Telephones and mobile phones
- ✓ Chargers, plugs and wires
- ✓ Video & DVD players
- ✓ Digital alarm clocks and watches
- ✓ Toasters & kettles
- ✓ Laptops
- ✓ Radios
- ✓ Electronic toys

### ✗ No thanks

- ✗ Light bulbs
- ✗ Batteries
- ✗ TVs
- ✗ Computers
- ✗ Washing machines
- ✗ Any other large item that won't fit into a carrier bag

**Please recycle these items directly at the Household Waste Recycling Centres (HWRCs) or book a collection from your property through the bulky waste collection. Do not leave on the public footpath.**



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## Garden waste collection service

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Home composting allows you to recycle your garden waste materials in your own garden. If this is not possible the garden waste collection service offers an alternative way of recycling your green organic material.

The garden waste service provides a weekly collection in either a wheeled bin or compostable sacks. It is a chargeable service - prices and further information can be found at:  
**[www.southend.gov.uk/gardenwaste](http://www.southend.gov.uk/gardenwaste)**

### What happens to the collected garden waste?

The garden waste is transported to an open windrow composting site where it is shredded, mixed and regularly turned. The heat generated through the natural breakdown of organic material by bacteria helps to kill pathogens and weed seeds and turns the material into compost. You can buy the compost produced by Veolia at: **[www.pro-grow.com](http://www.pro-grow.com)**

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## Bulky waste collection

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If you need to dispose of bulky items they may be taken to the Household Waste Recycling Centres (see below) for free or you can contact us to collect it. We make a small charge for this service.

For prices and further information about the bulky waste service please see **[www.southend.gov.uk/bulkywaste](http://www.southend.gov.uk/bulkywaste)**

To arrange a bulky waste collection please call:  
**01702 215006 and select option 1.**

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## HWRCs

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There are two Household Waste Recycling Centres (HWRCs): one at Stock Road in Southend-on-Sea, and the other at Leigh Marshes in Leigh-on-Sea. They accept a wide range of materials for recycling.

Please see **[www.southend.gov.uk/hwrc](http://www.southend.gov.uk/hwrc)** for locations, opening times and accepted materials. Please note the sites only accept household waste, business waste is not permitted.



# Community Engagement

Are you interested in recycling and environmental topics?

There are several possibilities to become involved in Southend-on-Sea.

**Join the Customer Liaison Group (CLG)** that is made up of a number of local residents and provides a forum to share news, ideas and feedback for the various services Veolia operate across the Borough.

## Become one of our ambassadors or champions

As a **Street Champion** you can help keep the borough clean and tidy by picking up litter. We offer free litter-picking kits!

As a **Composting Ambassador** you will promote home composting, attend community events, offer advice in your community and solve composting problems.

As a **Community Champion** you can help to improve your community, identify anti-social behaviour, littering, fly-tipping and other issues, interface with the local community and report back to the Customer Liaison Group.

As a volunteer **Snow Warden** you are on hand to help within your local community during severe weather. We are offering free gritting equipment to the first 100 people who sign up.

As a **Recycling Champion** you will advise the community about recycling, engage with the Customer Liaison Group, promote recycling and waste reduction schemes.

We also provide **talks and presentations** at local events, schools and community groups. Please contact our team via [uk.southend-recycling@veolia.com](mailto:uk.southend-recycling@veolia.com) if you are interested.

For details of groups and forthcoming events in Southend-on-Sea, please visit: [www.veolia.co.uk/southend](http://www.veolia.co.uk/southend)



# Frequently asked questions

## What happens to collections around Bank Holidays?

Collections are Tuesday to Friday so there is no change to your scheduled collection if the bank holiday falls on a Monday. There may be changes to collections at Easter, Christmas and New Year, so please check [www.southend.gov.uk/recycling](http://www.southend.gov.uk/recycling)

## When should I put out my recycling and waste for collection?

Please present all sacks, bins, and boxes at the boundary of your property (not on the public highway, path or verge) by 7.00am on your scheduled collection day. Please refer to: [www.southend.gov.uk/recycling](http://www.southend.gov.uk/recycling) if you are not sure what day that is.

## My recycling or waste collection was missed. What should I do?

Your recycling and waste should be accessible and visible on the inside edge of your property by 7.00am on your scheduled collection day. If we didn't collect your sack, bin or box, and there is a sticker on it, please remove the unwanted items and the sticker and present your sack again on your next scheduled collection day. If there is no sticker on it, please report it at: [www.southend.gov.uk/mysouthend](http://www.southend.gov.uk/mysouthend)

## I have run out of pink sacks, how can I get more?

Additional sacks can be collected from Libraries and the Civic Centre.

## How can Veolia collect two materials at the same time?

We use split-body vehicles with two compartments. This allows two materials to be collected at the same time but kept separate. This is how we collect recycling at the same time as paper and card as well as food waste at the same time as residual.

## How can I get my food waste caddy replaced and new liners?

To order a replacement food caddy visit: [www.southend.gov.uk/mysouthend](http://www.southend.gov.uk/mysouthend)

You can get free liners by placing the special hanger on your food waste collection bin. Replacement hangers can be collected from libraries.

For further information or for replacement bins and boxes please visit:

[www.southend.gov.uk/recycling](http://www.southend.gov.uk/recycling)  
[www.southend.gov.uk/mysouthend](http://www.southend.gov.uk/mysouthend)



Creating a better  
**Southend**  
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