

## **FAQ's**

### **Q: The lid on the container does not close properly, what should I do?**

A: Please ensure the lid of the bin is clipped shut using the latch at the front in the middle rather than trying to shut it at the sides. If it does not shut the plastic is designed to remould itself after the manufacturing process. The containers can become mis-shapen in transit. Some resident's have found it useful to put a weight on the top of the container which also has the desired effect of remoulding the lid to the bin.

### **Q: Can I put all food waste including meat and bones into the food waste caddy even though this cannot go into the garden compost bin?**

A: The New Food Waste Collection Service will provide residents with a container to place unwanted food waste in. This includes raw and cooked meats, bones, peelings, pasta, pet food etc. The waste will then be taken to an in vessel composter which operates at a set temperature for a period of time. This will remove any harmful bacteria so that the compost produced can be used by farmers as a soil improver. The system we are using is monitored by the state vet to ensure that the process meets the legislation. The system that you would use in your garden is not controlled and does not meet the continuous temperatures required to kill the harmful bacteria found in meat, therefore the advice given on the Leicestershire County Council Site is correct for a home composter which it refers to but does not apply to the system we are introducing in the District. The system we are providing will give residents a viable alternative to disposing of items that cannot be put into the traditional home composter.

### **Q: Why have the Council opted for the composting of food waste and not a kerbside collection of plastic bottles?**

The feasibility of plastic recycling from the kerbside, this issue is something that the council has carefully considered.

However the size of this district, 238 sq miles poses logistical issues together with the following factors that need to be considered.

- Only certain types of plastics are recyclable.
- An end market must be available which can offer a viable return on the product to balance collection expenditure.
- The types of vehicle for collection would need to be altered at an increased cost to the authority.
- The distance travelled with a very high capacity material but low weight load, is not as environmentally-friendly.

All of the above has to be considered before a decision can be made.

Harborough district, is a rural and sizeable compared to a smaller area such as Blaby where the relevant authority carrying out the recycling of plastic have a smaller area to cover.

Also the method used for collection of the materials maybe co-mingled; this is where the materials are mixed. The negative side of co-mingled plastic is that a reduced amount of money per tonne is received for the material as it is deemed to be a contaminated product.

It is noteworthy, that after analysis of black wheeled bins within the district it was found that food waste accounts for a higher percentage of the contents and therefore, a collection of food waste from households would be a more cost effective and environment-friendly option.

Food waste in landfill sites produces more harmful gases on decomposition than plastics, in particular methane gas, a major contributor to the advanced greenhouse effect.

Harborough DC currently recycles plastic from 'bring sites' of which there are 50 sites within the district. In total there are 56 sites to recycle a variety of materials; this appears at present to be a more efficient method of collection. However, we are continually reviewing collection methods and new technologies which may in the future provide us with a cost-effective system for plastic waste collection across our rural district.

**Q: Can I put seafood in the food waste bins? In particular mussels, crab and lobster shells?**

A: Yes you can put these into the container which will be collected on a weekly basis.

**Q: What shall I use to line the bin?**

A: You can use newspaper, paper bags or kitchen towel to line the bins; these will also have the effect of absorbing some of the moisture from the food and help the contents empty out on collection day. Please **do not** use plastic bags even if they are biodegrade or starch based bags. These can become entangled in the machinery during the composting process at the processing plant.

**Q: How do I keep the caddies clean?**

A: As above line the container where possible and after collection rinse with a disinfectant to keep smells and a build up of food off the containers.

**Q: How often will the bin be collected and on what day?**

A: The food waste caddy will be collected on a weekly basis and to make it easy to remember it will be collected on the same day as your recycling bin. Please present the larger of the two containers by 7am on your scheduled collection day.

**Q: If I have any questions about the service who should I contact?**

A: You can contact the council in a number of ways:-

E-mail: [customer.services@harborough.gov.uk](mailto:customer.services@harborough.gov.uk)

Text: 07797878282

Web site: [www.harborough.gov.uk](http://www.harborough.gov.uk)

Telephone: 01858 828282

If you have a more technical question about the service an officer from the Waste Management Section will be happy to assist.

**Q: Will the introduction of the new food management waste system impact the black bin collection schedule in any way?**

A: No this service will remain the same as with the other collections of green wheeled bins and the recycling boxes.