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## Glasgow City Council FAQ's – New Grey Bin Recycling Service

### 1. **Why is the recycling service changing?**

A: We're changing the way you recycle at home to bring Glasgow's recycling services in line with Scottish guidance (Code of Practice, which supports the Charter for Household Recycling) and to align with changes introduced by other councils. These changes will make it easier for you to recycle and make a big difference to the quality of recycling we collect.

### 2. **What's Changing?**

A: We are providing kerbside properties with a new grey bin for recycling plastics, metals, cartons, soft plastics and film. As well as plastic bottles you can now also recycle other types of plastic in your new grey bin. This includes yoghurt pots, margarine tubs, food trays, soft plastics and film, such as plastic wrapping, carrier bags, and film lids.

Your blue bin should now only be used to recycle paper, card and cardboard.

The Council is trialling service changes to flats within three different areas in the city, but widespread change to all flats is not anticipated until completion of the roll out to all kerbside properties. Please see Question 18 for more information on flats.

### 3. **Will my collection day change?**

A: Your collection day for your blue bin is not changing. Please note the additional information provided in question 5.

### 4. **When will the new service start?**

A: The new service is planned to be rolled out to the Knightswood area in March 2024. It will then be introduced in phases across the city throughout 2024 and is expected to be completed by the end of March 2025.

### 5. **How often will my bins be collected?**

A: Your bins will be collected as follows:

- Grey bin - every 4 weeks
- Blue bin - every 4 weeks
- Green bin - every 3 weeks
- Purple bin - every 8 weeks
- Brown bin - every 2 weeks

We currently collect your green non-recyclable waste bin every 3 weeks and blue recycling bin on alternate weeks:

Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
Blue bin	Brown bin	Green bin	Brown bin	Blue bin	Green bin	Blue bin	Brown bin
		Blue bin			Brown bin		Purple bin

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Below is an example of the new collection schedule:

Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
Blue bin	Brown bin	Green bin	Brown bin	Blue bin	Green bin	Grey bin	Brown bin
		Grey bin			Brown bin		Purple bin

There will be no change to the collection frequency for green, brown or purple bin collections.

You will be provided with a calendar which shows when each of your bins will be collected.

### **6. How will you let residents know about the new service?**

A: Residents will receive a letter approximately four weeks in advance of the grey bin being delivered. Thereafter, a leaflet and collection calendar will also be provided, approximately two weeks before delivery of the grey bin, which explains how to take part in the new service.

We will be running community drop-in events before the new service is introduced to your area. Details of these will be provided in the letter and promoted on social media. At these events the range of recycling bins will be displayed, along with examples of the types of materials that can be recycled in each container. These sessions will also allow residents to have their questions answered and learn more about the new service.

### **7. How big are the new grey bins?**

A: 240 litres – this is the same size as your existing blue, green and brown bins.

### **8. What are the benefits of recycling?**

A: As well as preserving natural resources, recycling can help to reduce carbon emissions - it takes less energy to make recycled products than using raw materials.

In addition, Glasgow is aiming to become a zero-waste city. Having declared a climate emergency in May 2019, the city is committed to becoming carbon neutral by 2030.

We can help achieve these goals by recycling more of our waste. It's therefore never been more important to recycle.

### **9. Do I have to recycle?**

A: Section 46 of the Environmental Protection Act 1990 requires householders to use the bins or containers provided by the council for waste and recycling collections and for the householder to place the correct waste material in the correct bins.

### **10. Where does my recycling go?**

A: Plastics, metals, cartons and soft plastics collected in your grey bin are sorted, baled and sent for reprocessing into new products.

Paper, card and cardboard collected in your blue bin is baled, pulped, and turned into new paper and cardboard products.

Glass collected in your purple bin is taken to processing facilities where it is crushed, colour sorted, melted, and turned into new glass bottles and jars.

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Food and garden waste collected in your brown bin is treated at an In Vessel Composting (IVC) facility and turned into compost.

Non-recyclable waste from your green bin is sent to the Glasgow Recycling and Renewable Energy Centre where it is treated and diverted from landfill.

You can find out more about what happens to your waste and recycling here:  
<https://glasgow.gov.uk/index.aspx?articleid=27347>

### **11. How are the Council funding this Service Change?**

A: Glasgow City Council has been awarded £21.2 million from the Scottish Government Recycling Improvement Fund (RIF) to substantially change and improve how recycling services are provided.

The RIF award has been split into two areas: £4.2 million to assist in changes to the kerbside recycling collection service, and £17 million for the development of a Materials Recycling Facility (MRF). The new MRF, due for completion in 2026, will sort the contents of the blue and grey bins prior to sending the material to re-processors to be recycled into new products. This new plant will replace the council's existing MRF, located at Blochairn.

### **12. What if I don't have space for another bin?**

A: Households should be able to accommodate an additional bin however we do realise that some households may have space constraints. This is an opportunity to participate in our new recycling service and will allow residents to support the aims of the City by recycling more, improving recycling quality and positively contributing to our environmental and carbon targets.

Please use your new bin for recycling plastics, metals, cartons, soft plastics and film. As well as plastic bottles you can now also recycle other types of plastic in your new grey bin. This includes yoghurt pots, margarine tubs, food trays, soft plastics and film such as plastic wrapping, carrier bags, and film lids.

If you continue to have issues storing a bin, please contact our call centre (you can find details on our website) and a member of the team will be in contact to discuss your issues.

### **13. Can I leave extra waste beside the bins for collection?**

A: No. It is council policy that we cannot take extra bags beside a bin. If you cannot keep it until the next time your bin is due to be emptied, excess waste can be taken to any one of four household waste recycling centres (HWRC) recycling centres across the city. Additional non-recyclable and recyclable waste can be disposed at the HWRC or you can arrange for a bulky uplift.

### **14. Will my assisted pull-out service continue for my new bin?**

A: Yes, if you already have an assisted collection then the new grey bin will be included in this service.

### **15. I am partially sighted; how will I access the new recycling service?**

A: This information can be made available in a variety of alternate formats and community languages on request. If you would like more information about this or would like to request an alternative format or language, please contact us on 0141 287 9700 or email us at 'twinstreamrecycling@glasgow.gov.uk'.

### **16. What if I miss a collection?**

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A: If you miss a bin collection, you will have to wait until the next scheduled collection date to have your bin emptied. If possible, take some of your waste to one of our [household waste recycling centres](#), or wait until your next collection day or perhaps, with permission, try to use a neighbour or relative's bin.

### **17. Why bother about recycling when you can just burn the waste and get energy out of it?**

A: Recyclables have a value attached to them as a resource - the longer they stay in use, the better for the environment, the taxpayer and the local community.

The law in Scotland prevents anything else other than waste that cannot be recycled from going through an energy from waste plant. Recycling is a priority with the Scottish Government having a recycling target of 70% by 2025.

### **18. I live in a flat – is my service changing?**

A: We are trialling a new approach to the collection of household waste from tenement flats that will involve placing new, purpose-built bin-hubs at the front of properties.

The new approach will see bins emptied more frequently and we believe it will reduce missed bin collections while also helping residents to keep their back courts in better condition.

Parts of Pollokshields, Haghill and Berkeley Street have already received this new service and work is ongoing to provide it to the rest of the city over the next few years.

You can find out more information here: <https://www.glasgow.gov.uk/index.aspx?articleid=30139>

### **19. What if I have more recycling than will fit in my grey or blue bin?**

A: The capacity provided for the grey and blue bin over a four-week period will be sufficient for the vast majority of households. Please ensure all card and cardboard is flat packed to maximise space within your blue bin. In addition, squashing any plastic bottles, cartons, and cans will minimise the space they take up in the grey bin.

Larger recycling bins will not be provided.

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### *Glasgow City Council FAQ's – Contamination Policy*

**1. *What is contamination?***

Contamination is any item present in each of your recycling bins which shouldn't be there, or items which haven't been rinsed, or contain food or liquids. If in doubt - leave it out.

**2. *Why is contamination a problem?***

Contamination in recycling bins is a significant issue that has both financial and environmental implications for the council. As well as meaning valuable resources cannot be processed into new items, sending waste to residual waste treatment and landfill is more costly than recycling it.

**3. *Why has the Council introduced this policy?***

Contamination of recycling bins is a significant problem for Glasgow City Council as it increases the budget requirements for processing and disposal of contaminated loads and reduces recycling performance. Applying a contamination policy is also a requirement of the Code of Practice, which supports the Charter for Household Recycling. The council signed up the Charter in February 2019.

**4. *How should I prepare my items correctly before recycling them?***

Please make sure all plastics, metals and cartons are empty and rinsed. Paper, card, and cardboard must be clean, dry, and flattened. Please do not place your recycling in plastic bags – these should be placed loose, separately in your grey bin.

**5. *What happens if I contaminate my bin?***

Before each of your recycling bins are emptied our collection crews will check to make sure they don't contain any wrong items. If your recycling bin contains wrong items, it will not be emptied - we will tag it and you will be asked to remove the wrong items before putting it out again on your next collection day.

If you continue to put the wrong items in your recycling bin it will not be emptied, the bin will be tagged, and you may receive a letter explaining what can be recycled. A Council Officer may also visit your property to provide further advice on how to recycle correctly.

If you continue to put the wrong items in your recycling bin it may be removed.

**6. *When will the new contamination policy start?***

For approximately 4 weeks after your new grey recycling bin is delivered, we will empty your recycling bins **even if they contain the wrong items**. We will tag your bin as a reminder that it is contaminated but will empty it on this occasion. Any bins that are contaminated **after this amnesty period** will be tagged by our collection crews and **will not be emptied**.

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## ***Glasgow City Council FAQ's – One Green Bin Policy***

**1. *What is the One Green Bin policy?***

Each household is allowed **one green bin** for non-recyclable waste. We will provide you with a sticker which you should attach to your green bin - this will allow it to be emptied in future.

**2. *Why is the Council doing this?***

It costs more to dispose of waste than to recycle it. Additional recycling capacity is being provided and new materials are targeted for collection within the new recycling bin. If you make full use of your recycling service, you should not need more than one green bin.

**3. *When will the new One Green Bin policy start?***

For approximately 4 weeks after your new grey recycling bin is delivered, we will empty all green bins put out for collection - even if they don't have a sticker. Any green bins put out for collection without a sticker after this amnesty period will not be emptied. Please note the new grey bin is being delivered to houses on a geographical phased basis, which will take approximately 12 months to complete. The one green policy will only apply once you have received your new grey recycling bin and the amnesty period has ended.

**4. *Do I have to return my additional green bin to the council?***

No, you can use your additional green bin for storage, but we will not empty any green bins without a sticker after the amnesty period. Only 1 green bin will be emptied on each collection day

**5. *What if I have more waste than will fit in my green bin?***

If you make full use of your recycling service you should not need more than one green bin. We will not collect any waste that is not inside your green bin – please dispose of additional waste at one of the household waste recycling centres:

<https://www.glasgow.gov.uk/index.aspx?articleid=17040>.