**New Broadland Kerbside electrical, textile and household battery collection service**

**General Information**

1. **What is the new service?**

The new service will be a kerbside collection of small electrical items, textiles and household batteries. This is a weekly service that starts the week commencing the 4th April on your normal collection day for both rubbish and recycling.

1. **What information will there be on the service?**

All residents that do not have communal / shared bins will received a leaflet under their bin lid in March. Information will also be in the Broadland News, websites and social media channels.

1. **Is this service for all residents?**

Initially this service is for properties that do not share a bin. We will be trialling collection at communal/ shared collection points and once we have the results of this trial we will determine the feasibility of it going to all residents.

1. **I have a shared bin/ collection point. What should I do with my electrical items, clothing and household batteries?**

We will be trialling the service at a few shared bin / communal points, if you are in the trial you will receive information separately. If you do not have access to the service please continue to reuse items, wherever possible through friends, family, recycling centres, charity shops and online sites. If the items are not reusable they can be recycled at some drop off points such as Norfolk County Council Household Waste Recycling Centres, textile banks and battery banks that are often in stores that sell batteries such as supermarkets. Alternatively for small items you can place them in your rubbish bin at home and for larger electrical items, such as white goods you can arrange for a chargeable collection service from the council or take to one of Norfolk County Council’s Recycling Centres.

1. **How will the items need to be presented for collection?**

Items will need to be placed in separate plastic carrier sized bags beside your bins on the collection day. Bags will not be provided by the Council.

This means separate bags for small electrical items, batteries and textiles and not mixed. The materials are sent to different places for recycling/ reuse. If electrical items, clothing and batteries are all placed in the same bag they may not be collected.

1. **Do the bags need to be tied for collection?**

Yes please. This will help to ensure that the items remain dry if it is / has been raining. The items are placed in a cage under the vehicle so even if it is no longer raining they could still get wet through splashback from puddles on the road during transport. Having the bags tied will also help the items remain together during collection and transport.

1. **What time do my bags need to be out for collection?**

Please ensure bags are placed out beside you bin by 6.30am on your collection day

1. **What kind of bags should I use?**

Please place items in a plastic standard carrier bag sized bag. The bags do not need to be transparent. The bags cannot be larger bags like black sacks and bin liners.

Plastic bags will help to help keep the items dry in bad weather before they are collected and whilst they are being transported in a cage underneath the vehicle.

1. **Can I use reusable bags?**

Providing the bags will protect items from the rain, can be tied and are standard carrier bag sized or smaller they can be used. However, items will need to be collected in the bags and the bags cannot be returned.

1. **Will the bags be recycled?**

The plastic bags will be recycled where possible.

1. **Is there a limit on the number of bags that I can place out for collection?**

No, there is no limit on the number of carrier bags that you can place out for collection. However, please be mindful that there is limited capacity in the cage under the vehicle. If you place several bags out for collection it is therefore possible they they may not all get collected and will need to be left out for an alternative vehicle to collect later that day.

1. **What do I do if my bin has been emptied but my bags are not collected?**

Providing you have not been left a note to say why the items have not been collected please leave them out. On occasions the vehicle may reach capacity. If this happens another vehicle will come back later and collect the items. Please leave them out until 4pm. If the items have not been collected by the end of the day please either take them in and place them out with your bin the following week or contact us to report a missed collection.

1. **What should I do with the items if both my bin and the bags are not collected?**

Please leave the bags out with your bin. If they are not collected by the end of the day please contact us the following day and let us know that they have been missed.

**Electrical Information**

1. **What size items can be collected?**

The items must fit inside one standard size carrier bag for collection. Any large items that will not fit in a single carrier bag will be left. Please do not try to cover an item using two carrier bags. If you have multiple items, these can be placed in separate bags.

1. **What small electrical items can be collected?**

We are able to collect any battery powered or electrical items that will fit inside a single carrier bags. An example of the items that can be collected includes small lamps (please remove the bulbs), blenders, calculators, hair dryers, irons, kettles, power tools, games consoles, torches, cameras and digital boxes.

1. **Should I remove the batteries?**

Yes, if the item has batteries please make sure they are removed as they are sent to different places for recycling. Please place batteries in a separate bag for collection.

1. **Can cables be placed out for collection without the appliance?**

Yes, cables can be placed on their own in a bag for collection.

1. **What can I do with larger electrical items?**

If items are in a working order and suitable for reuse these could be placed on online selling or sites where they are given away for free. Likewise you could see if any friends, family or work colleagues would like them.

If the items are not suitable for reuse they can be taken to any of the Norfolk County Council Household Waste Recycling Centres. If you are unable to transport the item yourself you can pay for our bulky waste collection service.

1. **What happens to the items collected?**

All of the electrical items collected are taken to Wiser Recycling in Thetford, Norfolk, which is an Approved Authorised Treatment Facility (AATF). The items collected are reused wherever possible and where this isn’t possible they are broken down and recycled

1. **Should I remove personal data from my items?**

Yes, please remove all personal data from items such as tablets, phones and laptops. Some items may be reused and this will help to ensure all traces are removed.

**Battery Information.**

1. **What batteries can be collected?**

All portable batteries can be accepted. These are batteries that you find around the house for example in remote controls, watches, torches, lamps and hearing aids. These include traditional batteries like AA & AAA size as well as button cell batteries.

Larger batteries, for example those that have been designed for cars and industrial purposes cannot be accepted. We also cannot accept rechargeable batteries.

1. **Can I place batteries in smaller bag?**

Yes providing the bag can be tied up all portable batteries can be placed in a smaller bags, for example a sandwich bag size.

1. **What can I do with car batteries?**

Car batteries can be taken to one of Norfolk County Council’s Household Waste Recycling Centres**.** They can also be taken to some garages for disposal and recycling. They cannot be placed in your rubbish bin at home.

1. **Where are the batteries kept in the vehicle?**

When the batteries are collected they are not placed in the wired cage under the vehicle. This helps to ensure they are safe and will prevent them from falling through the cage. They are placed in a safe container that has been fitted on the vehicle for this purpose.

1. **What happens to the batteries?**

The batteries are being recycled through the BatteryBack.org compliance scheme. There are different ways to recycle the batteries. This depends on the chemistry type of the battery, such as alkaline, zinc-carbon and lead-acid batteries. All processes break the batteries down to receive the raw materials, this can include shredding and heating them at high temperatures. Material recovered may include plastics, iron, steel, nickel, cadmium and copper that can be used to make new batteries and steel.

**Textile Information.**

1. **What textiles can be placed out for collection?**

We can collect the following in the textile collection: clothing, blankets, towels, sheets, duvet / pillow case covers can be placed out for collection. We can also collect hats, belts, handbags and shoes that are tied together in pairs.

We are unable to accept the actual duvets, pillows, soiled textiles and cushions. Unfortunately these cannot be reused and recycled through the service. They will need to be placed in your rubbish bin providing there is space and the lid remains closed or taken to one of the Norfolk County Council Household Waste Recycling Centres.

1. **Can I include shoes?**

Yes, shoes that are suitable for reuse can be joined together in pairs and placed in the textile collection.

1. **Do the textiles have to be suitable for reuse?**

No. Items that are not suitable for reuse will be recycled wherever possible.

1. **What happens to the textiles?**

Items that are suitable for reuse are currently sent to places in the UK and Ghana. Items that are not suitable for reuse are sent for recycling in the UK and used for mattress fillers, car seat fillers and also rags for wipers in the motor industry.