

Guide to waste services provided by Hinckley and Bosworth Borough Council

The Waste Management Team at the borough council provides the refuse, garden waste and kerbside recycling services. We also provide some of the larger banks for recycling around the borough.

Who to contact

- Replacement bins, requests for assistance or missed collections need to be telephoned through to our contact centre on the help line number 01455 238141. This number will be answered during weekday office hours Monday – Thursday 8.30am until 5pm and Fridays 8.30am until 4.30pm. Out of hours calls will be transferred to a message service for follow up the next working day.
- Alternatively, residents can email streetscene@hinckley-bosworth.gov.uk.
- For those of you familiar with our website the link is www.hinckley-bosworth.gov.uk/waste. We now provide an online system for residents to inform us of a 'missed bin collection'

Enquiries from residents should go through one of the above options since this will ensure they are logged and allocated reference numbers. If your parish council has a particular question on waste management services, then you are welcome to contact either myself or my colleague Jessica Jones.

Our service standards to you are:

- To provide the waste collection service on agreed scheduled days to all areas of the borough
- Provide you with replacement waste containers within five working days
- Collect a bin that we miss by the end of the next working day
- Collect extra recycling that you have (such as paper/cardboard and glass bottles/jars, household plastics, cartons and food/drink tins – items that won't fit into the blue lidded bin and caddy)
- Return you waste container to an appropriate position on your property boundary

Recycling – blue bin

This is now incredibly easy and the enthusiasm and commitment from residents, following the change to the blue lidded wheeled bins with inner caddy, is really making a difference. The bin and caddy is an average size for average families, so we are more than happy to provide extra sets of containers where families have lots to recycle. There is no charge for these extra recycling containers and we aim to deliver them within five working days of requests being processed.

It is very important that the paper and cardboard is kept separate from the other items. Therefore if caddies or wheeled bins get damaged or go missing, then please encourage residents to get in touch as soon as possible.

Garden waste - brown bin

Since 2003 we have provided this service free of charge for the first wheeled bin. Second and subsequent bins are available at £15 per financial year – so these are best requested end of March. It is important that residents only use the garden bins for the following items:

- Grass cuttings
- Tree prunings
- Flowers
- Plants
- Hedge cuttings
- Leaves
- Twigs
- Bark
- Small branches
- Annual weeds

Due to restrictions at the composting site other items will be unsuitable. If these are found in the garden bin then we cannot empty them. So the message to residents is simply, if it's not on the list, then don't put it in the bin. If residents need advice on ways to dispose of unsuitable items, then they can contact the council.

Collection of large items

We encourage residents to consider the re-use of their items before disposal so we promote the [local reuse organisations](#). Alternatively there are many 'free' websites, such as the Leicester Waste Partnership site: <http://www.freeuseit.org/> Alternatively, residents can request collections of large items such as furniture or electrical items, in the main the types of items are those you would take with you if you moved house. We operate the service on Thursdays with the cut off time of 12 noon the day before for bookings. Payment is in advance and the usual payment options are available. Prices start at £20 for 3 items. There is a 50% reduction in the price if residents are receiving certain benefits. More details on the website and this now includes lists of [suitable](#) and [unsuitable](#) items.

Small electrical items

Many shops offer a take-back system on electrical items. Another option is to use the special recycling banks the council has provided. These are bright pink and

are at the following locations: Burbage (Millenium Hall), Hinckley (Asda, Morrisons, car park on St Mary's Road and Tesco – Hawley Road), Desford (Desford Academy on Leicester Lane) and Witherley (Bull Inn on the A5/Watling Street)

Help with collections

We will provide help to move the wheeled bins if there is a genuine reason and there are no persons at the property who can help. To make the request the resident needs to contact the council. Details will be taken and a form will be posted out. This requires the resident to give further information for the request, where the wheeled bins are located at the property and the form is signed by the resident. Where residents prefer a visit this can be arrange on request through our Waste Management Officers.

Calendars

The calendars for Christmas/New Year and next year will be delivered at the end of November 2013. All residents should receive their new calendars before the existing version runs out. For those with website access, then the calendar details can be viewed and printed as required. It is important that residents realise there will be some changes over the festive period due to the bank holiday closures of the disposal sites.

Recycling and household waste sites

We often receive calls/emails about these sites (often referred to as 'the local tip') however, these are provided by Leicestershire County Council.

Please note: the opening times are changing and each site will close for 2 days each week. Full details on the [county website](#) or by contacting the county on 0116 3050001. Their website contains details on suitable items at each site. By clicking the picture icons you will find out more about the specific items and the process followed for recycling. The site also gives details of the permits (free of charge) required if you have larger vehicles or need to use a trailer. Also, if you have chemicals to dispose of then you can apply for a permit (again free of charge) so that you can take you unwanted chemicals to the designated site.

Language

If you know of residents who require the service information is a different language, or in larger sized print, then please let get in touch.