

[REDACTED]

From: [REDACTED]
Sent: 13 June 2022 15:13
To: [REDACTED]
Subject: FW: Roadshow for new fortnightly refuse collections - Saturday 25 June 2022
Attachments: AWC FAQ'sv4.pdf

Hi [REDACTED]

What are your thoughts on the [REDACTED] comments below?

Thanks
[REDACTED]

[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail - [REDACTED]
Phone - +44(0)1624 696 [REDACTED]
www.douglas.gov.im

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From: [REDACTED]
Sent: 01 June 2022 18:27
To: [REDACTED]
Subject: Re: Roadshow for new fortnightly refuse collections - Saturday 25 June 2022

Hi [REDACTED]

Thank you for the update, I am going to be there on Saturday 25th.

Our communal recycling bins for flats still feature 'plastic bottles only' stickers. Are they going to be replaced by a sticker saying plastics with triangle 1, 2 or 5? Some constituents mentioned the matter to me, also in regards to their 55L green boxes. From what I gathered, they had some calendars mentioning the outdated information.

I assume that our upcoming communication is going to point out the triangles instead the outdated 'plastic bottles only' message. However our waste services team have a slightly different approach which is in line with case studies, let me know.

Kind regards

[REDACTED]
[REDACTED]

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- ♻️ Questions about recycling?
- ♻️ Need additional boxes?
- ♻️ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at www.recyclenow.im

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On 1 Jun 2022, at 11:13, [REDACTED] wrote:

Dear [REDACTED]

As the change in service to fortnightly refuse collections is now in the public arena and with plans for an information leaflet being sent out to householders in Douglas around 16th June, Waste Services intend to set up our event trailer and have a roadshow in town on Saturday 25th June. Note that we will forward you a copy of the finalised leaflet for your information once it's been completed in the next week or two.

The idea is to make ourselves available to the public to answer any questions / concerns they may have about the new service and how it will affect them.

Can I kindly ask if you would be available to join us at the event, even for a short time?

We will be there from 9.00 am to 12.30 pm on that Saturday and any support would be very much appreciated.

I have also attached a copy of the latest FAQ's about the service for your own information.

If you can attend, please let me know.

Kind regards

[REDACTED]

[REDACTED]
[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 14 June 2022 15:21
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: change in service video

Dear [REDACTED]
[REDACTED] will be attending to support you, whatever venue you/ MR decide. Do you have a list of their questions or is there anything we need to prepare for in advance?

Regards

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From: [REDACTED]
Sent: 14 June 2022 14:46
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: change in service video

Thank you [REDACTED]
The address if [REDACTED] The reporter from Manx radio is going to be over from 10 am and I am going to home in the morning in case our team member comes a bit early. Alternatively I could ask Manx Radio to change location and come to Ballacottier Service Centre
kind regards,
[REDACTED]
[REDACTED]
[REDACTED]

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On 14 Jun 2022 09:51, [REDACTED] wrote:

Hi [REDACTED]

There will be someone there on Thursday to assist in the making of the video. As mentioned yesterday, they will bring the boxes and props used in presentations because this is a good way of showing the number of plastics that can be recycled. What time is it please and can I have an address for your building?

Many thanks

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From: [REDACTED]

Sent: 26 May 2022 15:11

To: [REDACTED]

Subject: Re: change in service video

Yesterday Manx Radio called me regarding the video. We agreed to shoot it after TT, on Thursday, 16 of June. I am going to think about how we do it, if your team has some ideas please feel free to let me know. The reporter and I agreed to meet up at my building because we have the communal recycling bins there and we definitely also need the 55L boxes (I have some bags).

Kind regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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🔄 Questions about recycling?

🔄 Need additional boxes?

🔄 Is there space for communal recycling bins at your flats?

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On 24 May 2022, at 16:28, [REDACTED] wrote:

Afternoon [REDACTED]

I understand from IoMAdv you are doing a video to support the communication campaign around our change in service? Is there anything you need from us to do this? Would you like to have the bags/boxes and range of materials that can be composed for the video? Do you want one of us to be there to assist?

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[REDACTED]

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Kind regards,

[REDACTED]
[REDACTED]
Member of Executive Committee
Member of Pensions Committee
[REDACTED]

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[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 14 June 2022 17:03
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: IOM Advertising leaflet

Thanks all, see below. :o)

With this agreed, can someone get back to [REDACTED] please?

ta

1. We need a different heading to AWC. **Fortnightly refuse (or rubbish) collections.** Fortnightly refuse collections.
2. Why are we separating brown cardboard out? **This is an ideal rather than a policy... and would be pushed as giving household an extra bag. The reason for this is, we have received a notice from UPM that we are close to exceeding the acceptable contamination level for cardboard mixed in our paper.** Ok, we need to push this as you've suggested because we don't have cttee agreement to this.
3. I know we said we wanted to keep collection days the same but what are the chances of having each household's collection day being the same day, so black/kerbside one week and green the next but on the same day? How doable is that? **I think it is an aspiration and in most cases achievable, but there will be some exceptions.** OK
4. Agree to a recycling fact along what you have suggested but I would drop the target bit. We'll be accused of making changes to hit targets and that is not what this is about. And use the world 'only' ahead of 6%, which is way behind most other jurisdictions. **Okay, we could put in a stat saying "the current recycling rate in the Borough is only 6%, after our recent audit (Mar22) over 23% of the material found in the bins collected from sample households was recyclable, despite those households receiving the kerbside service".** Perfect.
5. The original plan was to have the leaflet drop first and then seek nominations - you may inundated with calls about the new service never mind from those asking about garden bins but if you'd rather include here, we can do that. Think about what will work for you best. **Fair question, that was my understanding but we do need to invite bin requests asap, so maybe accept the pain now! Whilst we have Scott he will be able to take the hit out of the calls, I think we have to start getting the requests in to enable delivery of the bins.** Go for it then.
6. Once we get the final proof back, might be worth sense checking it on someone not involved - see what they say about the leaflet and whether they have any further questions. I will also need to send to Members, who can have a keen eye. **Good idea.** Cool.

Ta

-----Original Message-----

From: [REDACTED]
Sent: 14 June 2022 15:36
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: IOM Advertising leaflet
Importance: High

Good afternoon [REDACTED]

Please find attached the leaflet with all the suggested charges on?

Would you consider a recycling fact image above the recycling boxes/bags, "The current recycling rate is 6%, DBC have set a target of 10% by the Autumn of 2023".

Also under the Garden waste Collection (GWC) Paragraph is this the stage to include the contact details for "request your Garden waste bin by contacting 696448 or email recycling@douglas.gov.im"

Kind regards

[REDACTED]
[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail - [REDACTED]
Phone - +44(0)1624 696449
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-----Original Message-----

From: [REDACTED]
Sent: 14 June 2022 15:20
To: [REDACTED]
Subject: Xerox Scan

Please open the scanned attachment

Number of Images: 2
Attachment File Type: PDF

Device Name: VersaLink C7025
Device Location: Service Centre Ground Floor

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From: [REDACTED]
Sent: 26 May 2022 15:11
To: [REDACTED]
Subject: Re: change in service video

Yesterday Manx Radio called me regarding the video. We agreed to shoot it after TT, on Thursday, 16 of June. I am going to think about how we do it, if your team has some ideas please feel free to let me know. The reporter and I agreed to meet up at my building because we have the communal recycling bins there and we definitely also need the 55L boxes (I have some bags).

Kind regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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- ♻️ Questions about recycling?
- ♻️ Need additional boxes?
- ♻️ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at www.recyclenow.im

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On 24 May 2022, at 16:28, Dana Eynon <deynon@douglas.gov.im> wrote:

Afternoon [REDACTED]

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Many thanks

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[REDACTED]

From: [REDACTED]
Sent: 15 June 2022 12:23
To: [REDACTED]
Subject: RE: change in service video
Importance: High

Dear all

The radio/video have contacted the chair and unfortunately because of staff shortages due to Covid, they have asked for it to be rescheduled for next Thursday (23rd) @10am at the service centre. Speaking with the Chair, we feel that the demo would be better taking place in the baling hall using the baler/ cardboard/ paper bays/ teletruks as a backdrop. [REDACTED] you will need to give any technical explanations in support of the chair.

Regards

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From: [REDACTED]
Sent: 15 June 2022 09:35
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: change in service video

Dear [REDACTED]

That sounds like a good plan, we will ensure we have all the receptacles and sample material available, we won't be able video in the plastic/ cans sorting area as that is currently waiting for a service overhaul, but we can film in the recycling shed.

I've copied to [REDACTED] to ensure the shed is tidy and [REDACTED] to ensure the training room is available.

Kind regards

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From: [REDACTED]
Sent: 15 June 2022 08:59
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: change in service video

Morning [REDACTED]

I have just sent an email to the Manx Radio reporter with the change of venue request. I let you know as soon as I receive an answer. From what I recall the interview is going to be a video interview to show how to separate materials. It would be good to have both setups ready, one for single occupancy dwellings and one for flats.

If we are up at the Service Centre, we can also give them a very quick impression that the materials are processed afterwards to avoid the incinerator myth to be repeated online.

Kind regards

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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- ♻️ Questions about recycling?
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On 14 Jun 2022, at 15:20, **Andy Crook** <acrook@douglas.gov.im> wrote:

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[REDACTED] will be attending to support you, whatever venue you/ MR decide. Do you have a list of their questions or is there anything we need to prepare for in advance?

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[REDACTED]

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[REDACTED]

[Redacted]

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[Redacted]
[Redacted]

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- ♻️ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at www.recyclenow.im

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On 24 May 2022, at 16:28, [REDACTED] wrote:

Afternoon [REDACTED]

I understand from loMAdv you are doing a video to support the communication campaign around our change in service? Is there anything you need from us to do this? Would you like to have the bags/boxes and range of materials that can be composed for the video? Do you want one of us to be there to assist?

Many thanks

[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail - [REDACTED]@douglas.gov.im
Phone - +44(0)1624 696 [REDACTED]
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[Redacted]

From: [Redacted]
Sent: 17 June 2022 16:30
To: [Redacted]
Cc: [Redacted]
Subject: RE: Leaflet to all households regarding service change
Importance: High

Thanks [Redacted] and yes that does make sense, I'm copying to [Redacted] as I'm on leave from Monday until next Thursday.

We will ensure its passed on to [Redacted]

Enjoy your weekend.

Kind regards

[Redacted]

[Redacted]

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From: [Redacted]
Sent: 17 June 2022 15:50
To: [Redacted]
Subject: Re: Leaflet to all households regarding service change

Hi [Redacted]

Sorry to pick holes! The first thing I have noticed it is says each eligible household will be supplied with a new 240 bin for garden waste. In council we said they would have to ask for one. I know it says request your bin just after that however I think it should say ... Each eligible household can request a garden waste bin otherwise it may suggest you will get one whatever.

Does that make sense?

Thanks for the update, I hope you have a super weekend.

[Redacted]
Leader for Douglas Borough Council
Council Representative for Douglas South

On 17 Jun 2022, at 15:22, Andy Crook <ACrook@douglas.gov.im> wrote:

Dear [Redacted]

The following link will take you to the 'service change' leaflet which is to be sent to all households in the Borough. This represents one of the first key stages of the communication plan, where householders start to receive more detailed information and is part of a wider campaign which includes newspaper advertising, radio interviews and social media where the message will intensify adding greater detail. The aim is to get the draft leaflet to the printers early next week and thereafter to the Post Office, the whole process can take 7-10 days, so most households will not receive their copy until the last week of June.

<https://acrobat.adobe.com/link/track?uri=urn:aaid:scds:US:f66b0327-b44b-3bbb-a2e1-5c95213064a4>

If you have any comments or concerns about the content which you think would materially affect how householders receive the information, please reply direct to [Redacted] in waste services at e-mail: [Redacted]@douglas.gov.im copying to [Redacted]@douglas.gov.im

Many thanks

[Redacted]
[Redacted]
[Redacted]

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e-mail - [Redacted]@douglas.gov.im
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[REDACTED]

From: [REDACTED]
Sent: 18 June 2022 14:14
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Leaflet to all households regarding service change

Thank you [REDACTED] & team,

The leaflet looks good and I like the use of QR codes for more information. Are the leaflets going to be sent on their own, with the Courier or what is the postal arrangement?

Kind regards

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] Douglas Borough Council

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On 17 Jun 2022, at 15:22, [REDACTED] wrote:

Dear [REDACTED]
The following link will take you to the 'service change' leaflet which is to be sent to all households in the Borough. This represents one of the first key stages of the communication plan, where householders start to receive more detailed information and is part of a wider campaign which includes newspaper advertising, radio interviews and social media where the message will intensify

adding greater detail. The aim is to get the draft leaflet to the printers early next week and thereafter to the Post Office, the whole process can take 7-10 days, so most households will not receive their copy until the last week of June.

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[REDACTED]@douglas.gov.im

Many thanks

[REDACTED]
[REDACTED]
[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 20 June 2022 12:25
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: change in service video

Thank you team,

If you have any particular things beyond the sorting we should mention/show in the video feel free to let us know.

Here are a few things that seem worthwhile:

- how to avoid wind blowing materials and boxes away (No 1 issue raised on social media, highly visible and very problematic if it happens! Can we have a demonstration stone/show other solutions?)
- text message alert for collection day (most recyclers are somehow still not aware of it)
- level of cleanliness required for materials (quick rinse or dishwashing treatment?)
- separating materials for different waste streams (jars and metal lids, hard plastics and soft plastics, ...)

With people's short attention spans we need to keep the video concise so we cannot include everything insiders like us would like to.

Kind regards

[REDACTED]

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On 15 Jun 2022, at 12:23 [REDACTED] wrote:

Dear all

The radio/video have contacted the chair and unfortunately because of staff shortages due to Covid, they have asked for it to be rescheduled for next Thursday (23rd) @10am at the service centre. Speaking with the Chair, we feel that the demo would be better taking place in the baling hall using the baler/ cardboard/ paper bays/ teletruks as a backdrop. Nick you will need to give any technical explanations in support of the chair.

Regards

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From: [REDACTED]
Sent: 15 June 2022 09:35
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: change in service video
Dear [REDACTED]

That sounds like a good plan, we will ensure we have all the receptacles and sample material available, we won't be able video in the plastic/ cans sorting area as that is currently waiting for a service overhaul, but we can film in the recycling shed.

I've copied to Sean to ensure the shed is tidy and Jeremy to ensure the training room is available.

Kind regards

[REDACTED]
[REDACTED]
Senior Engineering & Waste Services Manager
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD
e-mail - [REDACTED]@douglas.gov.im
Phone - +44(0)1624 696 [REDACTED]
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From: [REDACTED]
Sent: 15 June 2022 08:59
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: change in service video
Morning [REDACTED]

I have just sent an email to the Manx Radio reporter with the change of venue request. I let you know as soon as I receive an answer. From what I recall the interview is going to be a video interview to show how to separate materials. It would be good to have both setups ready, one for single occupancy dwellings and one for flats.

If we are up at the Service Centre, we can also give them a very quick impression that the materials are processed afterwards to avoid the incinerator myth to be repeated online.

Kind regards

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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On 14 Jun 2022, at 15:20, [REDACTED] wrote:

Dear [REDACTED]

[REDACTED] will be attending to support you, whatever venue you/ MR decide. Do you have a list of their questions or is there anything we need to prepare for in advance?

Regards

[REDACTED]

[REDACTED]

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Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail - [REDACTED]@douglas.gov.im

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From: [REDACTED]
Sent: 14 June 2022 14:46
To: Dana Eynon
Cc: [REDACTED]
Subject: RE: change in service video

Thank you [REDACTED]
The address if [REDACTED] Woodville Terrace Douglas IM24EP. The reporter from Manx radio is going to be over from 10 am and I am going to home in the morning in case our team member comes a bit early.
Alternatively I could ask Manx Radio to change location and come to Ballacottier Service Centre
kind regards,

[REDACTED]
[REDACTED]
[REDACTED]

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On 14 Jun 2022 09:51, Dana Eynon <deynon@douglas.gov.im> wrote:

Hi [REDACTED]
There will be someone there on Thursday to assist in the making of the video. As mentioned yesterday, they will bring the boxes and props used in presentations because this is a good way of showing the number of plastics that can be recycled. What time is it please and can I have an address for your building?
Many thanks

[REDACTED]
[REDACTED]

Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail - deynon@douglas.gov.im

Phone - +44(0)1624 696 [REDACTED]

www.douglas.gov.im

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From: [REDACTED]

Sent: 26 May 2022 15:11

To: Dana Eynon <[REDACTED]>

Subject: Re: change in service video

Yesterday Manx Radio called me regarding the video. We agreed to shoot it after TT, on Thursday, 16 of June. I am going to think about how we do it, if your team has some ideas please feel free to let me know. The reporter and I agreed to meet up at my building because we have the communal recycling bins there and we definitely also need the 55L boxes (I have some bags).

Kind regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

representing North Ward, Douglas Borough Council

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On 24 May 2022, at 16:28, [REDACTED] wrote:

Afternoon [REDACTED]
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Many thanks
[REDACTED]
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[REDACTED]

From: [REDACTED]
Sent: 23 June 2022 10:59
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: change in service video

Hi [REDACTED]

Something that the chair mentioned after the interview was the labelling for the Plastic bin, as it says Plastic Bottles only.

The chair was asking if it should not show the symbols 1,2 & 5.

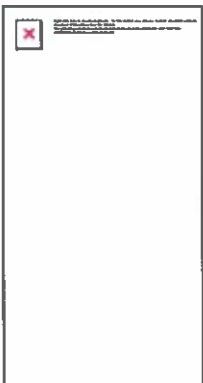
My response was that the acceptable material keeps changing as markets evolve and also we would need the budget for a label change, think Nick will mention this during his feedback call.

Kind regards

[REDACTED]
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Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

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Douglas awarded City Status 2022

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From: [REDACTED]
Sent: 20 June 2022 12:25
To: [REDACTED]

Cc: [REDACTED]

Subject: Re: change in service video

Thank you team,

If you have any particular things beyond the sorting we should mention/show in the video feel free to let us know.

Here are a few things that seem worthwhile:

- how to avoid wind blowing materials and boxes away (No 1 issue raised on social media, highly visible and very problematic if it happens! Can we have a demonstration stone/show other solutions?)
- text message alert for collection day (most recyclers are somehow still not aware of it)
- level of cleanliness required for materials (quick rinse or dishwashing treatment?)
- separating materials for different waste streams (jars and metal lids, hard plastics and soft plastics, ...)

With people's short attention spans we need to keep the video concise so we cannot include everything insiders like us would like to.

Kind regards

[REDACTED]
[REDACTED] of Environmental Services Committee
[REDACTED] Member of Executive Committee
[REDACTED] Member of Pensions Committee
[REDACTED] representing North [REDACTED] Douglas Borough Council

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On 15 Jun 2022, at 12:23, [REDACTED] wrote:

Dear all

The radio/video have contacted the chair and unfortunately because of staff shortages due to Covid, they have asked for it to be rescheduled for next Thursday (23rd) @10am at the service centre. Speaking with the Chair, we feel that the demo would be better taking place in the baling hall using

the baler/ cardboard/ paper bays/ teletruks as a backdrop. Nick you will need to give any technical explanations in support of the chair.

Regards

[Redacted]

[Redacted]

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From: [Redacted]

Sent: 15 June 2022 09:35

To: [Redacted]

Cc: [Redacted]

Subject: RE: change in service video

Dear [Redacted]

That sounds like a good plan, we will ensure we have all the receptacles and sample material available, we won't be able video in the plastic/ cans sorting area as that is currently waiting for a service overhaul, but we can film in the recycling shed.

I've copied to [Redacted] to ensure the shed is tidy and [Redacted] to ensure the training room is available.

Kind regards

[Redacted]

[Redacted]

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From: [REDACTED]
Sent: 15 June 2022 08:59
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: change in service video

Morning [REDACTED]

I have just sent an email to the Manx Radio reporter with the change of venue request. I let you know as soon as I receive an answer. From what I recall the interview is going to be a video interview to show how to separate materials. It would be good to have both setups ready, one for single occupancy dwellings and one for flats.

If we are up at the Service Centre, we can also give them a very quick impression that the materials are processed afterwards to avoid the incinerator myth to be repeated online.

Kind regards

[REDACTED]
Councillor Falk Horning
Chair of Environmental Services Committee
[REDACTED]
[REDACTED]
representing North Ward, Douglas Borough Council

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On 14 Jun 2022, at 15:20, [REDACTED] wrote:

Dear [REDACTED]

[REDACTED] will be attending to support you, whatever venue you/ MR decide. Do you have a list of their questions or is there anything we need to prepare for in advance?

Regards

[REDACTED]

Andy Crook

Senior Engineer

Douglas Borough Council
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e-mail - [REDACTED]@douglas.gov.im

Phone - +44(0)1624 696 [REDACTED]

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From: [REDACTED]
Sent: 14 June 2022 14:46
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: change in service video

Thank you [REDACTED]

The address if [REDACTED] the reporter from Manx radio is going to be over from 10 am and I am going to home in the morning in case our team member comes a bit early.

Alternatively I could ask Manx Radio to change location and come to Ballacottier Service Centre

kind regards,

[REDACTED]

[REDACTED]

[REDACTED]

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On 14 Jun 2022 09:51, [REDACTED] wrote:
Hi [REDACTED]

There will be someone there on Thursday to assist in the making of the video. As mentioned yesterday, they will bring the boxes and props used in presentations because this is a good way of showing the number of plastics that can be recycled. What time is it please and can I have an address for your building?

Many thanks

[REDACTED]
[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

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From: [REDACTED]
Sent: 26 May 2022 15:11
To: [REDACTED]
Subject: Re: change in service video

Yesterday Manx Radio called me regarding the video. We agreed to shoot it after TT, on Thursday, 16 of June. I am going to think about how we do it, if your team has some ideas please feel free to let me know. The reporter and I agreed to meet up at my building because we have the communal recycling bins there and we definitely also need the 55L boxes (I have some bags).

Kind regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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♻️ Questions about recycling?

♻️ Need additional boxes?

♻️ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at www.recyclenow.im

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On 24 May 2022, at 16:28, [REDACTED]
wrote:

Afternoon [REDACTED]

I understand from IoMAdv you are doing a video to support the communication campaign around our change in service? Is there anything you need from us to do this? Would you like to have the bags/boxes and range of materials that can be composed for the video? Do you want one of us to be there to assist?

Many thanks

[REDACTED]
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Douglas Borough Council
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[REDACTED]

From: [REDACTED]
Sent: 23 June 2022 14:47
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Social media text from [REDACTED]
Attachments: awc social media draft.docx

Dear all,

Please find attached the text that [REDACTED] has sent through regarding Social Media (I converted to a word file so that it can be easily changed) I have tracked my initial suggested changes.

Please can I have peoples comments other changes, then it can be sent back to [REDACTED] for images etc.

Many thanks

[REDACTED]
[REDACTED]
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[REDACTED]

From: [REDACTED]
Sent: 24 June 2022 10:42
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Events trailer in Town

Brill, thanks [REDACTED] that timing is much better because we'll be in the thick of it then. I can make that date, which is good.

As discussing this morning, can you let the members know of the new date and perhaps send another email to all Members to see if they wish to take part – bit nearer I'd suggest though.

ta

[REDACTED]
[REDACTED]
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From: [REDACTED]
Sent: 23 June 2022 16:24
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Events trailer in Town

Hi All,

So the rescheduled date for the events trailer is the 30 July, same time same place.

Kind regards

[REDACTED]
[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
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From: [REDACTED]
Sent: 20 June 2022 10:39
To: [REDACTED]
Subject: FW: Recycling Leaflet

[REDACTED]
[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail - [REDACTED]@douglas.gov.im
Phone - +44(0)1624 69 [REDACTED]
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From: [REDACTED]
Sent: 20 June 2022 10:36
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Recycling Leaflet

H [REDACTED]

Yes, happy with 1 and 2. A definite no to 3 and 4.

I think we should re-schedule Saturday and I did mention this to [REDACTED] on Friday. The whole point of doing it was to answer public questions *after* the leaflet has gone out and the leaflet has not gone out and won't be out by Saturday. I think we'll be wasting our time. Come back to me if you think otherwise. The timing is no longer right. Unless we do 2 of course and use this Saturday to take orders for garden waste bins.

Can you find out from [REDACTED] please when the leaflets are likely to be delivered and then work with [REDACTED] on finding another Saturday.

ta

[REDACTED]
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From: [REDACTED]
Sent: 20 June 2022 09:44
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Recycling Leaflet

Good Morning [REDACTED]

Please find attached the images that could be used for the pull up banners for Saturday. I'm hoping if I can get approval to [REDACTED] this morning we will have them for Saturday.

Would you ok if the second image is used? Image 1 is being used on the leaflet and image 3 and 4 aren't relevant to Douglas.

Kind regards

[REDACTED]
[REDACTED]
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IM99 1AD

e-mail - [REDACTED]
Phone - +44(0)1624 [REDACTED]
www.douglas.gov.im

[REDACTED]

From: [REDACTED]
Sent: 28 June 2022 11:25
To: [REDACTED]
Cc: [REDACTED]
Subject: social media draft
Attachments: awc social media draft.docx

Hi All,

I have made the suggested amendments that have been received back, to IOM Advertisings social media posts.

Attached is the draft, to go back to [REDACTED] if everyone is happy?

[REDACTED] do you also want me to put forward the request for social media content around the recycling and waste minimisation to be produced and dripped fed in between the above messages, are these to be created by IOM Advertising as well or are myself and [REDACTED] to be doing this?

Many thanks

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 28 June 2022 14:16
To: [REDACTED]
Cc: [REDACTED]
Subject: awc social media draft
Attachments: awc social media draft.docx

H [REDACTED]

Made one further amend, tracked. So please get off to [REDACTED] and copy in [REDACTED]

Yes to the drip feeding of other recycling and waste minimisation messages and ask them to do that also.

Ta

[REDACTED]

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[Redacted]

From: [Redacted]
Sent: 28 June 2022 16:54
To: [Redacted]
Cc: [Redacted]
Subject: RE: Garden waste bin identification

Hi [Redacted]

[Redacted] has purchased a piece of equipment that can label bins, but I don't know how far advance he is with putting it in to use. I've copied to [Redacted] to see if he has a plan for labelling, it maybe we use indelible markers.

Regards

[Redacted]

[Redacted]
[Redacted]

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From: [Redacted]
Sent: 28 June 2022 16:11
To: [Redacted]
Cc: [Redacted]
Subject: Garden waste bin identification

Dear [Redacted]

A few days ago the Douglas North political surgery was held. One constituent asked a question about the new scheme that I thought you might know the answer to. If you would be so kind as to let me know your reflection on the matter, I am going to include it my answer to the constituent per email.

He wanted to know how the households are going to identify their garden waste bins, I.e. are they going to be labelled with a sticker or paint? He said that while our waste services have the electronic chips for identification, households still want to be able to mark their own bin, especially in closely built up areas.

His main concern was that if households have to mark their own bins with oil paint, a lot of paint & turpentine would end up in rainwater gulleys as many people wrongfully clean their brushes.

He elaborated further that identification by postcode & house number would be enough rather than street name & house number. He said that in 1992, when the majority of the black bins were purchased, post codes did not exist as they were only introduced the following year.

Kind regards

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] Douglas Borough Council

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♻️ Questions about recycling?

♻️ Need additional boxes?

♻️ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at www.recyclenow.im

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[REDACTED]

From: [REDACTED]
Sent: 30 June 2022 10:08
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Change in Waste - Door2Door w/c 11 July
Attachments: Douglas Routes updated 28.06.22.xlsx

Hi [REDACTED]

After conversations with [REDACTED] and [REDACTED] it seems by using the PO that we are going to be including and excluding large areas by using the PO's existing delivery structure as [REDACTED] has suggested.

So, our thoughts are that if we cannot deliver to all relevant properties within our boundary (excluding Lakeside including Port Soderick and Santon and properties within Onchan) then this option doesn't seem to be practical for us and will bring more problems and have a negative impact to what we are trying to accomplish.

We thought that delaying until the 11 July may be our better option, as we are already late, but at least the leaflets will hit the required areas.

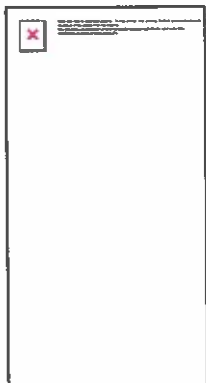
What are your thoughts on this?

Kind regards
[REDACTED]

[REDACTED]
[REDACTED]
Douglas Borough Council
Town Hall, PO Box 2, Douglas, Isle of Man
IM99 1AD

e-mail - [REDACTED]@douglas.gov.im
Phone - +44(0)1624 696 [REDACTED]
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From: [REDACTED]
Sent: 30 June 2022 08:20
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Change in Waste - Door2Door w/c 11 July

Hi [REDACTED] thanks for this. I've been checking with IOM Post Office.

Door2Door deliveries are booked by whole routes. they can add or remove routes but cannot split or partial cover routes.

What they suggest if you don't want to deliver further than DBC boundaries would be to:

- Door2Door delivery to routes that you're happy with in their entirety.
- Anything else – we can get items enveloped, addressed and posted. You can hopefully help with those household addresses that would need this element.

Updated the routes list attached – IOMPO have highlighted routes yellow that fit and not had issue flagged, orange those that cover further than DBC boundary.

If you can let me know which routes to include/remove we can finalise the booking.

Many thanks, [REDACTED]

From: [REDACTED]
Sent: 28 June 2022 11:51
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Change in Waste - Door2Door w/c 11 July

Hello [REDACTED]

I have reviewed the areas in yellow and they seem fine overall but could I ask if you could also include:

Summerhill Grove
Summerhill Place
Strathallan Crescent (we currently off these tenants refuse and recycling options but only up to house name [REDACTED] on Summerhill).

Kewague Douglas
Leigh Terrace
Ellenbrook Drive
Ellenbrook Close
Ellenbrook Avenue – currently shown on SANTON/PORT SODERICK are on our rounds.

FARMHILL GARDENS
FARMHILL MEADOWS
HAMPTON GROVE
HAMPTON VILLAS
HILLTOP RISE
HILLTOP VIEW
MANOR ROAD
OAKHILL COURT

Door2Door Walks - Douglas Depot

| Area | Residential | Business | Totals |
|---|-------------|----------|--------|
| 1 Little Switzerland, Victoria Road, Glencrutcheny | 464 | 15 | 479 |
| 2 Bray Hill | 539 | 4 | 543 |
| 3 Glen Park | 690 | 9 | 699 |
| 7 Farmhill Park - Lheannag Park - Ballaughton Meadows | 510 | 6 | 516 |
| 8 Putrose | 702 | 14 | 716 |
| 9 Lower Victoria Road, Broadway, Palatine | 540 | 42 | 582 |
| 10 Ballabrooie | 537 | 8 | 545 |
| 11 Quarterbridge Road, Tennis Road | 435 | 6 | 441 |
| 12 Hillberry Lakes | 584 | 0 | 584 |
| 13 Governors Hill | 603 | 10 | 613 |
| 14 Tromode Park | 413 | 0 | 413 |
| 15 Strand Street, Finch Road, | 335 | 266 | 601 |
| 16 Woodbourne Road | 573 | 28 | 601 |
| 17 Derby Square, Rosemount | 738 | 34 | 772 |
| 18 Ashbourne Park | 481 | 3 | 484 |
| 19 Queens Promenade | 1005 | 46 | 1051 |
| 20 Athol Street | 327 | 163 | 490 |
| 21 Victoria Street, Propect Hill, North Quay | 292 | 289 | 581 |
| 22 Willaston | 556 | 4 | 560 |
| 23 Upper Birch Hill | 460 | 3 | 463 |
| 24 Lower Birch Hill | 373 | 50 | 423 |
| 25 Onchan Precinct | 614 | 40 | 654 |
| 26 Banks Howe | 358 | 3 | 361 |
| 28 Port Jack | 534 | 8 | 542 |
| 29 Summer Hill | 506 | 16 | 522 |
| 31 Ballachurry | 538 | 1 | 539 |
| 32 Lakeside | 448 | 1 | 449 |
| 33 Bucks Road, Circular Road, Westmoreland Road | 493 | 84 | 577 |
| 36 Anagh Coar | 666 | 4 | 670 |
| 37 Farm Hill, Spring Valley | 431 | 56 | 487 |
| 50 King Edward Road / Howe Road / Douglas Head | 456 | 43 | 499 |

| | | | | |
|----|--|---------------|--------------|---------------|
| 51 | Baldrine / King Edward Bay Apartments | 331 | 6 | 337 |
| 52 | Laxey Village | 357 | 41 | 398 |
| 53 | Onchan Rural | 199 | 16 | 215 |
| 54 | Crosby / Greeba | 288 | 30 | 318 |
| 55 | St Johns | 305 | 32 | 337 |
| 56 | Ballaughton Manor | 315 | 4 | 319 |
| 57 | Hills Meadow / Crosby | 276 | 89 | 365 |
| 58 | Baldwin / Braddan / Ballafletcher | 339 | 47 | 386 |
| 59 | Snugborough / Union Mills | 345 | 70 | 415 |
| 61 | Ballagarey - Glen Vine | 344 | 2 | 346 |
| 62 | Slieau Whallian, Lower Foxdale, Mines Road, Clock Tower | 365 | 14 | 379 |
| 64 | Agneash | 332 | 5 | 337 |
| 65 | Mount Rule | 359 | 3 | 362 |
| 66 | Santon / Port Soderick | 242 | 41 | 283 |
| 67 | Santon / Mount Murray | 330 | 21 | 351 |
| 68 | Foxdale - Achallagan Ter, Sprucewood - Eairy - IOM Business Park | 331 | 54 | 385 |
| 69 | Lonan | 369 | 2 | 371 |
| 70 | Old Laxey - Glen Roy Cottages - Minorca Hill | 356 | 14 | 370 |
| | Total | 21,984 | 1,747 | 23,731 |

| Residential delivery points | |
|-----------------------------|--|
| 11798 | Routes I think fit DBC boundary without issue |
| 1635 | Routes flagged as covering further than DBC boundary |

Hi all. Here's the proposed IOM Post Office Door2Door distribution list.

Can you check you're happy with the yellow routes highlighted and also let us know about whether or not to include Route 50?

Many thanks, [REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 01 July 2022 11:07
To: [REDACTED]
Subject: Re: debrief before hols

Hi [REDACTED]

Q1 first I've heard about this, I'll discuss with team on Monday.
Q2 no problem.

[REDACTED]
Sent from my iPhone

On 1 Jul 2022, at 10:37, [REDACTED] wrote:

Hi [REDACTED]

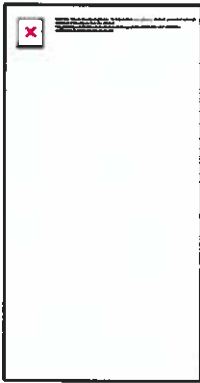
Didn't realise you were off today and there were a couple of things I needed to cover off before my leave next week:

1. Cardboard. I am told we are refusing any new trade customers until September – is that true? This hasn't been raised or discussed with me and there is no committee resolution for this. Apparently mountain warehouse has asked if we can collect their cardboard and we've declined.
2. AWC campaign launch. Video out, advert in the courier today. Please ensure the team and loM Adv are all over the socials next week. We're also due to release the PR for the garden service – make sure that happens. There was an issue yesterday around the postal routes for the leaflet drop, did Nick speak with you, I asked him to? My advice was all the routes in yellow could be done in their entirety and for the ones in orange (Nick will be able to explain what I mean by yellow and orange) we needed to get the street list for those rounds and highlight the ones we want them to deliver to (they'll need to do this by way of envelopes/stamps, etc) including giving them which numbers if we've got streets on borders. Again, the leaflet is due to go out on 11th July so that needs to be bottomed out early next week if it hasn't already.

Speak to you on the 12th. Hope your shingles clears up soon.

Cheers

[REDACTED]
[REDACTED]
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From:
Sent: 06 July 2022 14:21
To:
Subject: FW: awc social media final approved draft
Attachments: awc social media final approved draft.docx

Hi

I don't appear to have the Social media text posts with the QR Codes on them.

Please can you send this through? So that I can get the first social media post out later today or tomorrow morning.

I may have misplaced or filed it in error.

Many thanks

From:
Sent: 28 June 2022 14:54
To:
Cc: '
Subject: awc social media final approved draft

Hi

Please find attached the approved text for the social media posts, please can you source some images?

Also Dana has asked in between the scheduled posts above if you could produce messages to be drip fed regarding other recycling and waste minimisation ideas and suggestions.

Many thanks

[REDACTED]

From: [REDACTED]
Sent: 12 July 2022 09:21
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Garden waste bin identification

Happy Tuesday [REDACTED]

I have just used your reply in an email to the constituent who brought up the issue.

Thank you,

[REDACTED]
[REDACTED]
[REDACTED] Member of Executive Committee
[REDACTED] Member of Pensions Committee
[REDACTED] Douglas Borough Council

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- ♻️ Questions about recycling?
- ♻️ Need additional boxes?
- ♻️ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at www.recyclenow.im

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On 11 Jul 2022, at 16:16, [REDACTED] wrote:

Good afternoon [REDACTED]

We currently mark bins with a waterproof sticker and we are also going to do this with the garden waste ones. There shouldn't be any need for households to identify any more than this

as almost all of the properties that we will be collecting from will be in isolation and not from a collection point. As Andy has already mentioned we will also identify the bins, by post code and house number, under the lid with a suitable marker pen.

Many thanks

[Redacted]
[Redacted]
[Redacted]

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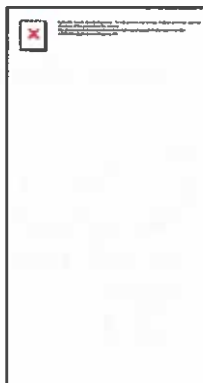
From: [Redacted]
Sent: 28 June 2022 16:54
To: [Redacted]
Cc: [Redacted]
Subject: RE: Garden waste bin identification
Hi [Redacted]

[Redacted] has purchased a piece of equipment that can label bins, but I don't know how far advance he is with putting it in to use. I've copied to [Redacted] to see if he has a plan for labelling, it maybe we use indelible markers.

Regards

[Redacted]
[Redacted]
[Redacted]

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From: [REDACTED]
Sent: 28 June 2022 16:11
To: [REDACTED]
Cc: [REDACTED]
Subject: Garden waste bin identification
Dear [REDACTED]

A few days ago the Douglas North political surgery was held. One constituent asked a question about the new scheme that I thought you might know the answer to. If you would be so kind as to let me know your reflection on the matter, I am going to include it my answer to the constituent per email.

He wanted to know how the households are going to identify their garden waste bins, I.e. are they going to be labelled with a sticker or paint? He said that while our waste services have the electronic chips for identification, households still want to be able to mark their own bin, especially in closely built up areas.

His main concern was that if households have to mark their own bins with oil paint, a lot of paint & turpentine would end up in rainwater gulleys as many people wrongfully clean their brushes.

He elaborated further that identification by postcode & house number would be enough rather than street name & house number. He said that in 1992, when the majority of the black bins were purchased, post codes did not exist as they were only introduced the following year.

Kind regards

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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- ♻️ Questions about recycling?
- ♻️ Need additional boxes?
- ♻️ Is there space for communal recycling bins at your flats?

Please ask I can help, or call our recycling team on 696445. More information is available at www.recyclenow.im

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[REDACTED]

From: [REDACTED]
Sent: 13 July 2022 13:26
To: [REDACTED]
Subject: RE: Residential Recycle Bin Locations Town Centre

Hi [REDACTED]

I will speak with Housing to see how many flats are currently occupied and their plan going forward. It might be the case that we can remove one of the sets of bins from the plans now? If so I have other places that they will be used.

Many thanks

[REDACTED]

[REDACTED]

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From: [REDACTED]
Sent: 13 July 2022 11:50
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Residential Recycle Bin Locations Town Centre

Thanks

[REDACTED] - which addresses are these serving as the Lord St flats will be empty at some point won't they?

ta

[REDACTED]
[REDACTED]
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From: [REDACTED]
Sent: 13 July 2022 11:45
To: [REDACTED]
Cc: [REDACTED]
Subject: Residential Recycle Bin Locations Town Centre

Hi [REDACTED]

Please see the attached plan that [REDACTED] discussed with you at the meeting this morning.

Cheers,

[REDACTED]
[REDACTED]
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[REDACTED]

From: [REDACTED]
Sent: 19 July 2022 09:56
To: [REDACTED]
Subject: Roadshow for new fortnightly refuse collections - Saturday 30 June 2022
Attachments: AWC FAQ'sV4.pdf

Dear [REDACTED]

As the change in service to fortnightly refuse collections is now in the public arena and with the information leaflet sent out to householders in Douglas, Waste Services intend to set up our event trailer and have a roadshow in town on Saturday 30 July. The location will be in Regent Street opposite the IOM Bank.

The idea is to make ourselves available to the public to answer any questions / concerns they may have about the new service and how it will affect them.

Can I kindly ask if you would be available to join us at the event, even for a short time?

The trailer will be there from 9.00 am to 12.30 pm on that Saturday and any support would be very much appreciated.

I have also attached a copy of the latest FAQ's about the service for your own information.

Please note I have also asked Madam Mayor and Chair to the event as well.

If you can attend, please let me know.

Kind regards

[REDACTED]

[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: 26 July 2022 16:18
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Manx Radio Advert
Attachments: AWC FAQ'sV4.pdf

Good Afternoon [REDACTED]

We've been contacted by Manx Radio asking if we want to promote our garden waste bins for the new service (see below). Is this something you would organise on our behalf? No idea what, if any cost there would be, so as long as it's not cost prohibitive this may be worthwhile.

Key messages will be: (1) who is eligible i.e. Douglas householders who generate one or more bin bags of garden waste per week. (2) What they can put in it (see FAQ) and (3) approximate timescales for the service to commence (towards the end of August) and (4) the bin delivery programme.. applications before 1st August would ensure they receive their bin by the end of August. Finally, asking for patience as we introduce these new services.

Let me know your views or If anyone else has any thoughts? I'm off until Monday but happy to run with team consensus.

regards

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From: [REDACTED]
Sent: 26 July 2022 16:03
To: [REDACTED]
Cc: [REDACTED]
Subject: Manx Radio Advert

Hi [REDACTED]

[REDACTED] from [REDACTED] rang up asking if we would be interested in placing an advert on Manx Radio for the garden waste bins.

Thanks,

[REDACTED]
Town Hall, PO Box 2, Douglas, Isle of Man
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Phone - +44(0)1624 69[REDACTED]
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[REDACTED]

From: [REDACTED]
Sent: 08 August 2022 13:53
To: [REDACTED]
Cc: [REDACTED]
Subject: communal recycling plan
Attachments: AWC assessment processAug22.xlsx; AWC FAQ'sV5.pdf

Hi Guys

Basic plan below as discussed, let me know the feasibility of it please.

- Provide list of areas, number of flats involved and position of local area recycling banks, also landlord details if not Council – by 12/08/22 [REDACTED]
- Put Info. pack together including FAQ'S, letter, leaflet simple map and recycling bag – by 19/08/22 [REDACTED]
- Seek support of housing staff to deliver/ door knock – by 02/09/22 [REDACTED]
- Install bring banks –prior to commencement [REDACTED]
- Commence collections – w/c 26/09/22 [REDACTED]

Also draft flow diagram for household assessments attached and updated FAQ's including clause 18, for sanitary waste.

Cheers

[REDACTED]

[REDACTED]

[REDACTED]

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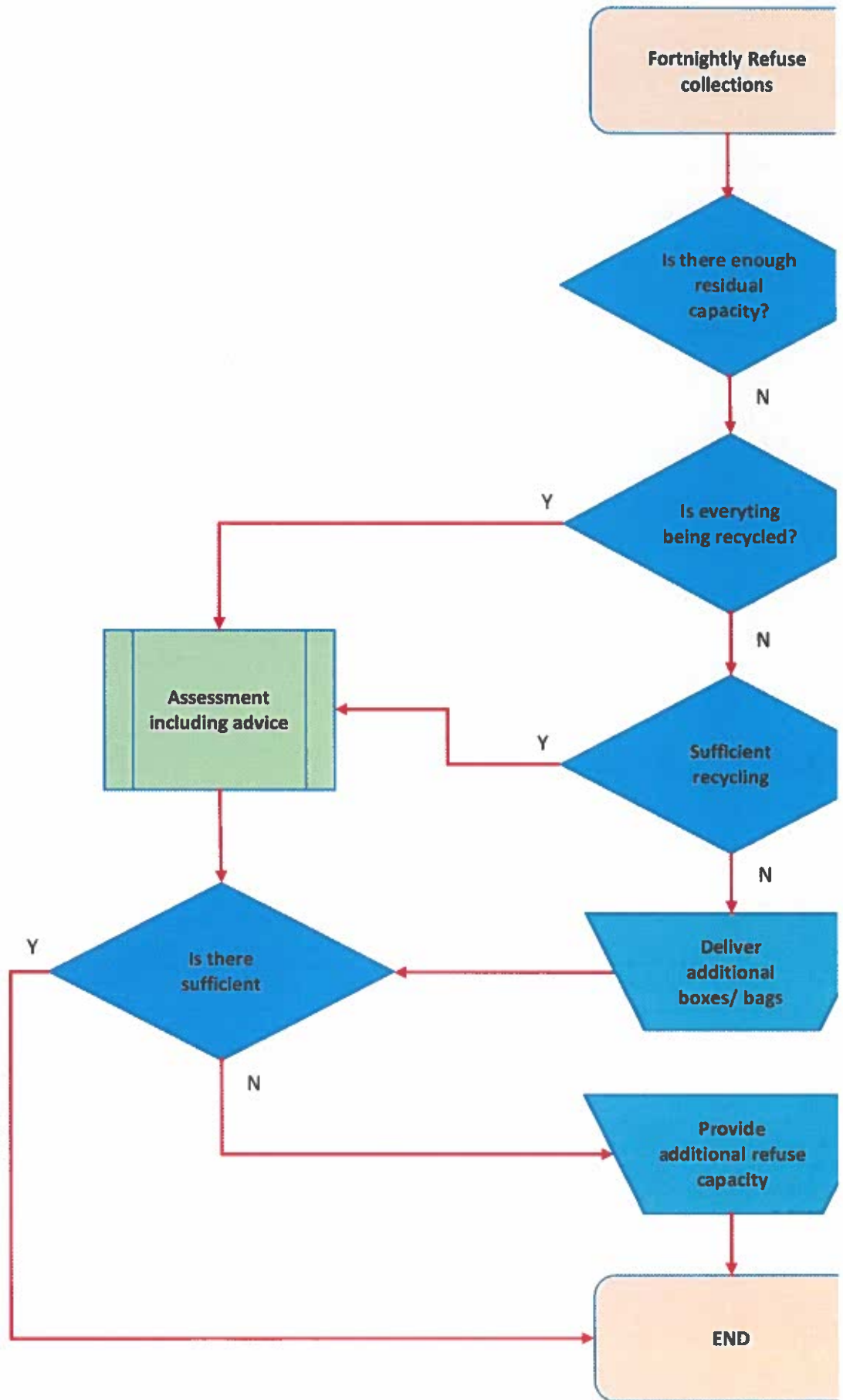
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Attachment





Attachment

APPENDIX A

ALTERNATIVE WEEKLY REFUSE/ RECYCLING/ GARDEN WASTE COLLECTIONS

FAQ's

1. When will fortnightly collections start? – The aim is to start a garden waste collection service around August time and once bedded in, household rubbish collections will move to fortnightly collections.
2. What if I do not have enough space in my bin for my non-recyclable rubbish? – Waste officers will carry out an assessment of your situation, providing advice on waste minimisation techniques.
3. What day of the week will my household rubbish be collected? – Ideally we will look to maintain existing collection days for both recycling and refuse.
4. What items can I recycle? – You will be able to recycle plastic and glass bottles, paper, white and grey card, brown cardboard, aluminium and steel cans, textiles and garden waste.
5. How will my garden waste be collected? – Eligible households will be able to apply for a further 240 litre wheelie bin for their garden waste. Applications can be made by calling Waste Services on 696445 or by e-mail: refuse@douglas.gov.im
6. How do I know if I'm eligible for a garden waste bin? If you currently generate the equivalent of one black bin bag (or more) of garden waste per week, during the growing season, you will be eligible to apply for a garden waste bin.
7. Do I have to have another wheelie bin? – Our method of collection for green waste will be the same as for household rubbish so ideally this needs to be placed in its own dedicated bin. If households do not have room for a garden waste bin, bagged garden waste will be accepted subject to assessment.
8. When will my garden waste be collected? – This will also be carried out fortnightly with specific collection dates to be determined in due course. The service will run between February and October each year. **Note: The Eastern Civic Amenity Site will continue to provide skips for garden waste if you prefer that option.**
9. What can I put in my garden waste bin? - You can put the following items in your garden waste bin :
 - Grass cuttings
 - Hedge cuttings
 - Leaves, bark and tree pruning's
 - Twigs and small branches up to 5cm (2") across.
 - Bedding from herbivore pets e.g. rabbits, guinea pigs
 - Cut flowers

APPENDIX A

- Plants and weeds

10. Can I put any food waste in my garden waste bin e.g. fruit, vegetables, eggshells? The UK's Animal By-Product Regulations do not allow fruit and vegetable (peelings) to be placed in a garden waste bin. However, fallen fruit or vegetables directly from the garden are permitted. In addition you should not place invasive non-native species in your recycling bin such as Japanese Knotweed. Schedule 8 of the Wildlife Act 1990 includes a list of invasive non-native species.
11. Will I be able to get more kerbside boxes for my recyclables? – Yes, more kerbside boxes/ bags can be obtained free of charge by calling 696445 or e-mail: refuse@douglas.gov.im
12. What will happen if I do not have enough room in my bin? - The Council's policy has always been lids fully down and no side waste. If you do put out side waste, your bin will be emptied as normal and your side waste will be put back in the empty bin, reducing your capacity for the next two weeks, this is why it is important you recycle as much as you possibly can. Please call Waste Services on 696445 if you require an assessment.
13. How do I dispose of my textiles i.e. clothes, shoes, fabrics? – Textiles should be placed in a bag (not box) and tied off. This service will be available from 2023.
14. Will there be any special arrangements around Christmas for extra rubbish? – The Council already provides an additional service for Christmas Trees, however some flexibility for side waste may be exercised following Christmas where many households will struggle with capacity in their bins.
15. I currently receive a 'red lid' assisted collection for my household rubbish; will this be the same for my garden waste bin? Yes, all households who currently receive an assisted collection will be entitled to apply for assisted collection for their garden waste bin.
16. I don't currently receive a kerbside recycling collection, what arrangements will be made? We will assess your particular situation and ensure you have access to recycling within your immediate vicinity, which may include provision of communal recycling banks.
17. Is there an increases risk of attracting vermin with fortnightly collections? Provided that putrescible items (food waste) are bagged and placed in the bin, the risk is minimal.
18. Is there a risk of an increase in fly tipping in my area? According to data from the UK, after the introduction of fortnightly refuse collections, there is often an initial spike in fly tipping, the Council's waste officers and wardens are preparing for this. However, prior to implementation the Council will provide advice on how best to minimise household waste and therefore help to reduce the likelihood of incidences of fly tipping.
19. How should I dispose of nappies and other sanitary waste items? It is recommended that nappies etc. are double bagged before placing in your household rubbish bin.

APPENDIX A

20. Will there be any food waste collection? There is no current alternative disposal route for food waste. However, the Council will continually look at emerging opportunities for a food waste collection service.

[REDACTED]

From: [REDACTED]
Sent: 09 August 2022 09:14
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: AWC programme
Attachments: Project programme08.08.22.xlsx

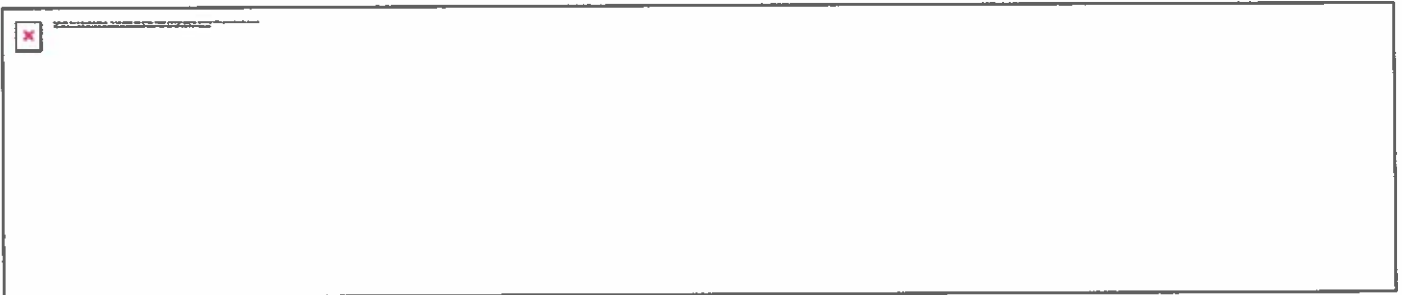
Correct version 😊

[REDACTED]

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From: [REDACTED]
Sent: 09 August 2022 09:11
To: [REDACTED]
Cc: [REDACTED]
Subject: AWC programme

Morning [REDACTED]

Updated programme as discussed.

Also copied to [REDACTED] and [REDACTED] for noting.

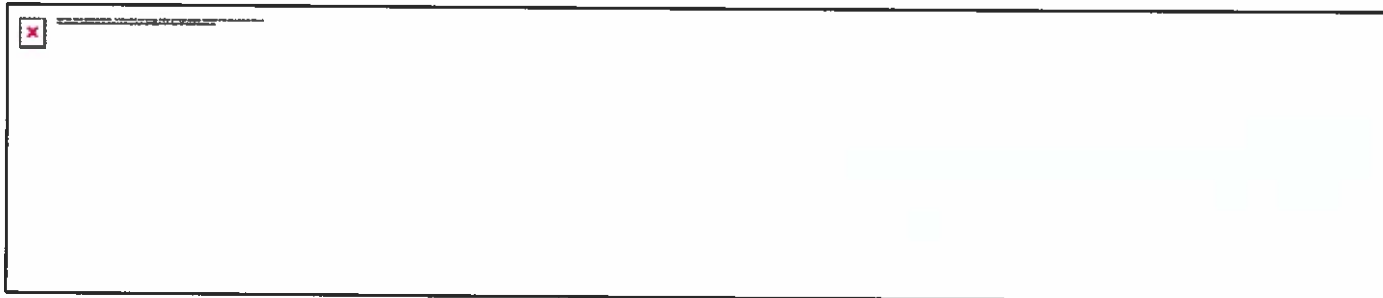
Regards
[REDACTED]

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