Rubbish and Recycling

All Salford householders, (excluding high and low rise flats) are provided with a brown bin, blue bin, pink lidded bin or 23 litre outdoor food bin and a black bin, as required.

If you are unsure when your collection is due, check the online calendar, www.salford.gov.uk/bins-and-recycling/bin-collection-days/

There are a number of recycling sites across the city where a wide variety of materials can be recycled, check the web site for further information. www.salford.gov.uk/bins-and-recycling/recycling-bins-and-advice/recycling-sites/

Brown recycling bin, box or sack
Your brown bin is collected every two weeks.
You can use your brown bin, box or sack to recycle the following items:
- Glass bottles
- Plastic bottles, eg shampoo bottles (no lids or tops)
- Jars
- Food cans
- Drink cans
- Foil and foil trays
- Aerosols (empty)

Blue recycling bin or bag
Your blue bin or bag is collected every two weeks.

We aim to provide an excellent service and have made a commitment to:
- Deal with your enquiry at the first point of contact, and where this is not the case we will advise customers when they will receive this information.
- Respond to all requests for service within three working days.
- Reply or acknowledge your letters, faxes and emails within ten working days.
- Investigate serious or urgent matters immediately.
- Communicate using plain English.
- We will be polite, professional, courteous and helpful at all times.
- Provide easy access to our services, with private interview rooms on request.

<table>
<thead>
<tr>
<th>Our performance achievements and targets</th>
<th>2016/17</th>
<th>2017/18</th>
<th>2018/19 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of household waste which have been sent for recycling.</td>
<td>44.9%</td>
<td>45.75%</td>
<td>46%</td>
</tr>
<tr>
<td>The no. of kilograms of general waste per household.</td>
<td>442</td>
<td>425</td>
<td>415</td>
</tr>
<tr>
<td>Total kilograms of waste collected per person, including recycling.</td>
<td>325</td>
<td>316</td>
<td>310</td>
</tr>
<tr>
<td>The no. of formal complaints received using the online Complaints reporting system which were;</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Upheld</td>
<td>84</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Partially upheld</td>
<td>60</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>Not upheld</td>
<td>75</td>
<td>7</td>
<td>100%</td>
</tr>
<tr>
<td>The no. of recorded compliments received about the Service.</td>
<td>57</td>
<td>60</td>
<td>0</td>
</tr>
<tr>
<td>% of customers who agreed with the following statement;</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The crew are polite, friendly and have an understanding of my needs</td>
<td>80%</td>
<td>89%</td>
<td>100%</td>
</tr>
<tr>
<td>Treat me fairly and sensitively at all times</td>
<td>81%</td>
<td>88%</td>
<td>100%</td>
</tr>
<tr>
<td>The crews are helpful</td>
<td>79%</td>
<td>87%</td>
<td>100%</td>
</tr>
<tr>
<td>% of trade waste customers who were satisfied with the service they receive;</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>(87%)</td>
<td>(83%)</td>
<td>100%</td>
</tr>
<tr>
<td>Good Satisfied</td>
<td>27%</td>
<td>41%</td>
<td></td>
</tr>
<tr>
<td>Satisfied</td>
<td>33%</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td></td>
<td>27%</td>
<td>43%</td>
<td></td>
</tr>
</tbody>
</table>

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How can we help?

Schedule for bin collections - all bins at each property are collected on the same day each week. Pink lidded bins and food waste caddies are collected weekly, blue and brown are now collected every two weeks on alternate weeks and black bins are collected every three weeks.

For a details schedule please check online at;

www.salford.gov.uk/bins-and-recycling/bin-collection-days/

Household Waste Recycling Centres
You can dispose of extra household rubbish and recycle lots of unwanted household items, such as wooden furniture, kitchen appliances, carpets, TVs and much more at any of the household waste recycling centres. They are open seven days a week, usually:

8.00am to 8.00pm (summer only)
8.00am to 6.00pm (winter only)

Any complaints relating to the waste treatment plants please call the relevant centre.

Boysnope Wharf
Liverpool Road
Irlam
M30 7RH
0161 775 8632

Cobden Street
Pendleton
Salford
M6 6NA
0161 736 9559

Over Hulton
Salford Road
Over Hulton
BL5 1DG
01204 684 595

Lumnos Lane
Clifton
Swinton
M27 2LN
0161 793 1098

You can use your blue bin or bag to recycle the following items:
• Paper and junk mail
• Cardboard (all types)
• Newspapers and magazines
• Envelopes
• Catalogues and yellow pages
• Waxd food and drink cartons, eg milk and orange cartons, tetra pak
• Corrugated packaging
• Shoe boxes

Pink lidded bin and 23 litre outdoor food bin
The pink lidded bin and outdoor food bin are collected weekly. You can use either of these to recycle the following items.

• Grass and hedge cuttings
• Leaves and small branches
• Flowers and plants (no plant pots or soil)
• Bread, cakes and pastries
• Fruit and vegetables
• Dairy products, eg cheese or yoghurt
• Leftovers from your meals
• Rice and pasta
• Eggs and shells
• Fish and meat - raw and cooked (including bones)
• Tea bags and ground coffee
• Pet food.

These can be put straight into your bin
You can order a kitchen caddy, and compostable liners, free of charge, by calling the customer contact centre. Liners are also available in libraries and gateway centres across the city.

**How to recycle your food waste**
You can recycle all of your food waste using your free seven litre indoor kitchen caddy. Simply line your caddy with compostable liners and fill it with food waste. To order replacement liners see instructions on page five ‘what should I do if’.

**Top tips:** rinse out and squash plastic bottles to make more room in your bin. Please **do not recycle yoghurt pots, food trays and plastic bags** as these are different types of plastic that we cannot yet recycle. To maximise the capacity of your bin, break up and flatten materials where possible.

Recycling at high and low rise blocks
Facilities to allow recycling have been installed at all the high, medium and low rise blocks across the city.

**Domestic refuse:** Your domestic refuse is collected every three weeks from Tuesday to Friday (depending on where you live). Only use your black bin to dispose of items that cannot be recycled.

**What should I do if?**

**You’ve missed my bin?** do it online or call the customer contact centre. as soon as possible. If possible, the collection vehicle will return the same day, otherwise alternative arrangements will be made.

**My black bin has been stolen?** Householders are responsible for keeping their black bin safe. If your black bin is lost, stolen or vandalised a charge of £26.20 will be made for a replacement. If you require additional recycling containers there is no extra charge for these do it online or call the customer contact centre.

**I am unable to put my wheeled bin out?** An assisted collection service is available for residents who are disabled or unable to put their wheeled bin out at the collection point. We will ensure that these households have their bin collected from their property, emptied and placed back. To apply do it online or call the customer contact centre.

**When will my wheeled bin be emptied?** We empty household bins Tuesday to Friday each week. See the schedule on page six for collections in your area.

**How do I order replacement compostable food caddy liners?**
Simply tie an empty liner to the handle of your pink lidded bin or 23 litre outdoor food bin and place out for collection as normal, the crew will then leave some more liners free or alternatively do it online or call the customer contact centre. Bags are also available at libraries and gateway centres across the city. Call the Customer Contact Centre on 0161 793 2500 or do it online www.salford.gov.uk/reportit