

1-2-3 Collection Trial

Frequently asked Questions (FAQs)

These are the groups of FAQs about the trial:

- What's the trial about?
- Weekly food waste collections
- Weekly free collection service for Absorbent Hygiene Products (AHP) e.g. disposable nappies, if required
- Fortnightly recycling collections
- Rubbish collections every three weeks
- Other collection services – garden waste, small electrical items, assisted collection and any large unwanted items
- Useful additional information.

What's the trial about?

We are trialing a new recycling and rubbish collection service with approximately 1,500 households, including flats and Houses of Multiple Occupancy (HMOs), in Arun.

The type of collection service is known as a 1-2-3 collection because it includes the following:

Every week:

food waste collections in a new green lockable food recycling bin for all households and a free collection service, if required, for Absorbent Hygiene Products (AHP), such as nappies and incontinence waste.

Every two weeks:

recycling collections in your existing green wheelie bin with the blue lid, and small electrical items in carrier bags next to the recycling bin.

Every three weeks:

As you will have significantly less rubbish to dispose of and almost all of the 'smelly' waste will be collected every week, (the only potential exception being animal waste/pet bedding which could be double bagged to prevent smell or take it to a Household Waste Recycling Site) we will alter the frequency of rubbish collections to every three weeks.

The following subscription service is also still available to residents:

- Garden waste collection service every two weeks, for an annual fee, in a brown wheelie bin.

Why are you running a trial for new recycling and rubbish collections?

West Sussex residents have been telling us that they would like food waste collections and in response to this we will trial an enhanced recycling and rubbish collection service. We also know residents are increasingly concerned about the impact of food waste on climate change.

The trial will help us to understand if this type of Service could be rolled out across Arun. Our aims are to reduce the amount of food waste and Absorbent Hygiene Products (AHP) in your household rubbish and reduce carbon impacts. A modelling exercise suggested that Arun's recycling rate could increase to around 55% if the Service was applied to the whole of the district.

If this trial is successful in Arun, will this be introduced across the whole of Arun and West Sussex?

This trial will be key to helping us to fully understand how we may be able to improve the way we deliver our future recycling and rubbish collections and ensure the frequency of collections and size of bins etc., are right for residents.

We will continually monitor the service and gain residents' feedback during the trial period and will let everyone know what is going to happen after the trial ends as soon as we can.

When will the trials start?

The trial will start on **19 May 2021** and last for a year and we will be seeking the views from residents throughout the trial.

Which properties are included in the trials?

The main trial area will be within Courtwick & Toddington Ward, comprising approximately 1,150 properties north of the A259, including the new Kingley Gate Development kerbside properties and a number of flats. Collections will begin here on the 19th May 2021.

A smaller number of HMO properties within River Ward will also be included within the trial, but collections here will not commence until September 2021. This is to allow the initial trial roll-out to commence and further auditing work to take place. This information and learning will be used to help develop the roll out and communications for these properties.

The trial will last for a year and the feedback collected will be useful in the planning for future waste collection provision.

This mix of properties is important to ensure the trials deliver a representative set of findings.

Why is my property not included in the trial?

We have chosen locations for the trial that offer a good mix of different household types. This will help us to understand how to collect recycling and rubbish across the district in the future and what service works for our residents.

Will my collection day change?

No, your bin collection days will not change. If your property is included in the trial, you will receive a collection calendar telling you what bins to put out, and when. You will also be able to check your collection dates online once the trial has started.

Does this mean I will get more bins?

The only new bins for all kerbside properties in the trial areas, is a lockable, food recycling bin for outside, which is the size of a pedal bin and a small, silver caddy for the kitchen, the size of a small toaster.

They will also be offered a 240L wheelie bin (height 110cm, width 58cm, depth 74cm) for rubbish. We are aware that some Arun residents do appear to already have one, which is why we are asking all residents in the trial areas to let us know if they don't require a new one.

Outlined below is an explanation of all the bins and collection methods for flats and households, in more detail:

Rubbish collections:

Kerbside properties included in the trial will be provided with a **new 240L wheelie bin for rubbish, ahead of the trials beginning.**

If you already have a 240L wheelie bin (height 110cm, width 58cm, depth 74cm) and you don't want a replacement, then please tell us by completing a form on the Arun District Council [123 Collection Trial](#) webpage, or emailing recycling@arun.gov.uk by **29 April 2021.**

Please present your 240L wheelie bin at the boundary of your property by **7am on your collection day.**

If your rubbish is not in a 240L wheelie bin, we won't be able to collect it.

Food waste collections:

Kerbside properties included in the trial will receive two new small bins for food waste:

- A silver 5-litre caddy designed for use in your home/kitchen (approximately the size of a small toaster)
- A green, lockable 23-litre bin designed for outdoor use (approximately the size of a pedal bin)

Those living in flats will also be provided with new bins for food waste:

- A silver 5-litre caddy designed for use in your home/kitchen and
- A 140-litre green wheelie bin located in your bin store for communal use.

Absorbent Hygiene Products (AHP) collections e.g. nappies and incontinence waste:

Residents in the trial with children in nappies, or who use incontinence products or sanitary products, can register to use this free weekly service.

If you choose to take part in the service for AHPs you will receive special yellow and black striped AHP sacks for the waste. If you live in a kerbside property and would like to, you can put the sacks in a bin that you provide, but we won't be providing a bin. If you choose to put the yellow and black striped AHP sacks inside a bin or other container, you will need to tell Medisort what this looks like when registering, or before your first collection, so that they know where to find your sacks.

Those living in flats will also be provided with yellow and black striped sacks from Medisort and there is a wheelie bin for those sacks in your communal bin store, labelled AHP.

Please ensure the sacks are tied up so that they are 'water-tight'.

Recycling and garden waste collections:

You will continue to use your existing blue-lidded wheelie bin for recycling and if you are signed up for the garden waste collections, you will continue to use your brown wheelie bin.

Small electrical items:

If you live in a kerbside property you can continue to put these small items in used carrier bags, but they should be placed next to your recycling bin, every two weeks.

Can I opt out of the trial?

If you are in one of the selected areas, your collections will remain under the 1-2-3 collections service for a year. It's important that you take part in the trial and make use of the services provided to you. You can give us feedback throughout the trial and let us know about any issues. This will help us decide how best to provide recycling and rubbish collection services in the future. If you are in one of the trial areas and want any help or guidance on how you can fully take part, please email recycling@arun.gov.uk or telephone 01903 737754.

What if I have questions during the trial?

Please look at the information on these pages - we've tried to answer the most commonly asked questions and we regularly update this information. If you have any other questions or queries that are not answered here, please email recycling@arun.gov.uk or telephone 01903 737754.

Each household in the trial will also receive a 'Starter Pack' that contains a more detailed information booklet about the new service, a collection calendar and approximately 3 months' supply of biodegradable liners for your food waste caddies.

Weekly food waste collections

How do I use the weekly food waste collection service?

Store your silver kitchen caddy in a convenient place in your kitchen and place your cooked and uncooked food waste into the caddy, instead of your kitchen bin. Whenever you need to empty your caddy, tip the contents into your green outdoor bin or communal food waste bin, if you live in a flat.

Present your green outdoor bin at the boundary of your property **by 7am every week** on your collection day. Try not to tuck the food waste bin behind your other bins and make sure it is visible, so our collection crews can easily see it.

If you live in a flat the food waste bins in your communal bin area will be emptied every week.

What can I put in my food waste bin?

Cooked and uncooked food waste can be recycled using the service, including:

- ✓ meat - including bones
- ✓ fish and shellfish
- ✓ dairy products such as cheese and yoghurt
- ✓ cooked and uncooked vegetables and fruit including peelings
- ✓ bread, cakes and pastries
- ✓ rice, pasta and beans
- ✓ plate scrapings
- ✓ tea bags and coffee grounds
- ✓ eggshells
- ✓ solid fats
- ✓ pet food
- ✓ moldy and out-of-date food

What can't I put in my food waste bin?

Please remove all packaging and plastic from food waste before putting it into your food waste bin and don't put the following in your food waste bin:

- ✗ non-food products or materials (e.g. cutlery)
- ✗ plastic packaging of any sort (e.g. packaged ready-meals and plastic carrier bags)
- ✗ oils and liquids
- ✗ animal waste and bedding
- ✗ flowers

If you put items that can't be accepted into your food waste bin, it won't be emptied.

I don't need this service as I compost at home already!

Composting at home is the best way to recycle your food waste but not all food waste can be disposed of in this way. If you compost at home you can use the food recycling bin provided to you for meat bones, cooked food, and dairy products, all of which isn't recommended for composting at home.

I don't waste a lot of food; I plan all my meals before shopping – this is a waste of time for me!

That is great news, as our key priority is to reduce the amount of wasted food produced in the first place, but there is often unavoidable food waste, such as chicken carcass and bones, which currently is not being recycled and can't be put in a home composter.

No matter how little food you waste, it's really important that it is recycled. Your food recycling bin will always be emptied no matter how little it contains.

What about small amounts of plastic which aren't always obvious (e.g. plastic used in some teabags)?

You can put tea bags into your food waste collections because the plastic used to seal the bags is very small and does not impact on the large-scale composting process.

However, it is much better if you can use loose leaf tea or plastic free tea bags, as the best way of producing a higher-quality compost from your food waste, is to try to ensure as much plastic is removed as possible.

Will I be provided with liners for my kitchen caddy?

All households and flats will be provided with approximately 3 months' supply of biodegradable liners, to help get you started.

Food waste can be placed in your silver kitchen caddy loose, but it could help to keep it clean if you can line it with any of these:

- Newspaper
- Biodegradable liners from any supermarket
- Sheet of kitchen roll – this can help soak up any liquids

Please do not use plastic carrier bags of any kind, as they are not compostable.

How is the food waste collected every week?

The collection crews will visit your property each week in a special, smaller food waste collection vehicle. They will place your food waste into a wheelie bin as they walk along the road (called a transfer bin). This bin will then be placed onto the vehicle and emptied.

I live in a block of flats; how does my food waste get collected?

The collection crews will visit your bin store every week using a special, smaller food waste collection vehicle.

Where does the food waste go once it has been collected?

Once your food waste has been collected it will be taken to an Anaerobic Digester. This is a large tank in which the food breaks down into biofertilizer for use on the land, and a biogas, which can be used for generating energy. You can find out more information about anaerobic digestion on the [Biogen](#) website.

Will the food in my new bin smell?

Your food waste is being collected every week, so it shouldn't smell. However, if you want to wrap items like fish in newspaper, that can help prevent odours. Please do not use plastic bags or cling film to wrap your food waste.

Keeping your food waste bin lid (lockable) closed, can also help to contain any potential smells.

The caddies and bins are also small enough to be easily cleaned with hot water and washing up liquid.

I do not have enough room in my food recycling bin - can I have a second one?

Once you've used the food recycling bins for a few weeks it's likely the amount of food you waste will reduce, and one bin should be enough. However, if you are regularly producing more food waste than can easily fit into your bin, then please email recycling@arun.gov.uk or telephone 01903 737754 to request extra food waste bins.

Visit West Sussex recycles pages on:

- [Waste Reduction](#).
- [Food Waste](#).

You can also visit the [Love food, hate waste](#) website for hints and tips about how to reduce the amount of food waste you are producing.

What happens if my food waste bin is not collected?

Our crews have until 5pm to finish their rounds. If you see the crew have already been and it was just you that was missed, please tell us as soon as possible, so we can try to get back to you quickly.

Please report it online on the Arun District Council [1-2-3 collection page](#) or emailing recycling@arun.gov.uk or telephone 01903 737754.

Weekly free collection service for Absorbent Hygiene Products (AHP) e.g. nappies and incontinence waste

What are Absorbent Hygiene Products (AHP)?

They are items like disposable nappies, incontinence waste and sanitary products and will be collected by Medisort.

Why have you introduced the collections of Absorbent Hygiene Products (AHP)?

After food waste, the smelliest part of rubbish collections are the AHPs. Providing a free, weekly collection for these products, that you can choose to have or not have, will remove this potentially smelly waste from your rubbish bin.

What is the cost of the service?

There is **no** cost to households or flats for this service in the trial areas.

Who will be eligible to use the service?

Residents within the trial area with children in nappies, or who use incontinence products or sanitary products, can register to use the service.

Do I have to use this service?

No. If you want to use your rubbish bin for these items you can do so. However, we would encourage you to use this free, weekly service to collect the Absorbent Hygiene Products (AHPs), as it will remove a potentially 'smelly' part of your rubbish and leave you much more room in your rubbish bin.

How do I register for a collection?

The easiest way to register is online, email or by telephone. Follow the link to Medisort on the Arun District Council [1-2-3 collection](#) page, email ask@medisort.co.uk or phone on 01903 719646.

The collection will be provided free of charge.

How does the AHP waste get collected?

After you have registered, Medisort will send you information about your first collection date and some yellow and black striped AHP sacks. If you live in a kerbside property you should present your waste at the kerbside on your collection day in the tied up yellow and black striped AHP sacks provided. If you live in a flat there will be a bin labelled AHP within your communal bin area for you to place your sacks into.

There is no limit to the number of sacks you can present each week. Please ensure they are tied up well to ensure they are 'watertight'.

Replacement yellow and black striped AHP sacks will be posted through your door every week, to replace those removed. More sacks can be delivered by Medisort if you require by emailing ask@medisort.co.uk or calling on 01903 719646.

If you live in a flat, when you register, Medisort will agree with you how you would like your replacement sacks delivered to you.

Please note: if you do not present any yellow and black striped AHP sacks for collection for three consecutive weeks, your service will automatically be cancelled by Medisort.

What can be collected through this scheme?

Disposable nappies and nappy sacks, incontinence products i.e. pads, bed and chair pads, single use absorbent bed sheets, wipes and paper tissues and face masks, sanitary products e.g. (sanitary towels, liners and tampons, such as TENA pants/Age Co Discreet Pants etc) are all eligible items for this collection service.

Can I include other rubbish in the Absorbent Hygiene Product (AHP) sack?

No. The yellow and black striped AHP sack is for AHP waste only, so it can be processed using a system specifically for AHP waste. You should not put non-AHP waste, that cannot be recycled, in your rubbish bin.

If you also have a clinical waste collection, then please let Medisort know when you register for the AHP collections. These types of waste must also be collected in yellow and black sacks, but because they will be treated differently. Therefore, they need to be kept separate and collected separately.

Registered customers who use the service for disposal of anything other than for its intended purposes, will have the service removed.

Will I need to renew my registration each year?

Your service will continue throughout the trial period until you ask Medisort to stop. Also, after three attempted collections with no yellow and black striped AHP sacks presented, Medisort will assume you do not want it anymore and your collections will stop.

How often will collections take place?

Collections will take place every week, on the same day as your new food recycling collections. Please leave the sacks out all day, as they will be collected by a different collection vehicle to your food waste.

How many yellow and black striped AHP sacks will I be allocated?

You will get as many yellow and black striped AHP sacks as you need. There is no limit to the number of sacks you can put out for collection – providing that they are the correct sacks.

When you first sign up to the service, you will be sent sacks in the post to get you started, and you will then be given replacements on collection day, for the same number that you have presented. For example, if you put out three sacks, three more will be left for you.

If you live in a flat, when you register, Medisort will agree how you would like your replacement sacks delivered to you and how many you are likely to need each week.

Will I be able to have more yellow and black striped AHP sacks if required and how will I get them?

Please contact Medisort on ask@medisort.co.uk or 01903 719646 These will be delivered by the AHP collection crew on your next collection day.

How should I present AHP waste?

If you live in a household you should present your waste in the tied up yellow and black striped AHP sacks provided, not in black bags, other bags, or loose. Please ensure you have tied them up so that they are 'watertight'.

If you wish, you can put the AHP sack in a bin or other container. There will be restrictions on the size and weight of the bin or container to ensure the Medisort crew can empty them easily without the risk of injury.

If you live in a kerbside property and choose to put the yellow and black striped AHP sacks inside a bin or other container you will need to tell Medisort what this looks like when registering, or before your first collection, so that they know where to find your sacks.

Please also try to avoid using bins that are the same colour as your food, recycling, rubbish, and garden waste bins.

If you live in a flat, then you should take your tied up yellow and black striped sacks provided, to your bin store and put them in the wheelie bin, labelled AHP.

When you register with Medisort they will agree how you would like your replacement sacks delivered to you and how many you are likely to need each week.

If I live in a kerbside property and put the bag(s) of Absorbent Hygiene Products (AHPs) out for collection in a bin, will it be collected?

You will only be provided free yellow and black striped AHP sacks for AHP waste, but if you live in a kerbside property you can put the sack into a bin or other container you provide, if you wish.

If you choose to put the yellow and black striped AHP sacks inside a bin or other container you will need to tell Medisort what this looks like when registering, or before your first collection, so that they know where to find your sacks.

Please also try to avoid using bins that are the same colour as your food, recycling, rubbish, and garden waste bins.

I am worried that my neighbours will be able to tell that I have an incontinence problem if I use this service. What can I do?

If you are concerned and you live in a kerbside property you can put the yellow and black striped AHP sacks into a bin or other container (which you will provide). Alternatively, you can purchase a Medisort bin by contacting ask@medisort.co.uk / 01903 719646.

There will be restrictions on the size and weight of the bin or container to ensure the Medisort crew can empty them easily without the risk of injury.

Please also try to avoid using bins that are the same colour as your food, recycling, rubbish and garden waste bins.

I look after my grandchildren who are in nappies. Can I register for the service?

Yes. You can register for the service.

I am a registered childminder/run a nursery. Can I register for the service?

No, if you are a registered childminder or are paid to care for children you will need to arrange for a commercial waste collection, please contact Medisort on ask@medisort.co.uk or 01903 719646.

What will happen to the AHP material once it is collected?

After the AHP waste has been collected, the yellow and black striped AHP sacks will be taken for processing, which will recover the materials for energy.

It is hoped to be able to recycle these products in the future and produce secondary raw materials of super absorbent polymer, cotton fibres and plastics.

I have a clinical waste service – will this change?

No, if you have a clinical waste collection this will need to continue unchanged.

Please keep the AHP Waste and the clinical waste in separate bags and do not place together at the kerbside. The materials need to be treated using different processors.

If you live in a flat, please put the AHP waste in the new wheelie bin provided in your bin store, labelled 'AHP' and put your clinical waste in the usual place.

Fortnightly recycling collections

Will my fortnightly recycling collection change?

No. You should continue to use your green wheelie bin with the blue lid, in the same way as before.

Can I still recycle the same things as before?

Yes. A full list of what can be recycled in your blue-lidded green wheelie bin is available on the [Arun District Council](#) website.

Can I have more recycling bins?

If you feel your recycling wheelie bin is not big enough and your recycling is clean, dry, and loose, we may be able to provide a second bin free of charge. Please call 01903 737754 or email cleansing@arun.gov.uk for information.

Rubbish collections every three weeks

Why are you providing a new 240L wheelie bin for my rubbish and what shall I do if I already have a 240L wheelie bin?

We are introducing a new vehicle for the collection of your rubbish in the trial areas and the vehicles will be specially adapted for wheeled bins only. To ensure we provide the most efficient service possible to you, we need all residents in kerbside properties to only use 240L wheelie bins. Please present your 240L wheelie bin at the boundary of your property by 7am on your collection day.

If you already have a 240L wheelie bin (height 110cm, width 58cm, depth 74cm) and you don't want a replacement, then please tell us by completing a form on the Arun District Council [1-2-3 collection](#) page or by emailing recycling@arun.gov.uk by **29 April 2021**.

If your rubbish is not in a 240L wheelie bin, we won't be able to collect it.

Why are you collecting my rubbish every three weeks?

Approximately 42% of household rubbish in Arun is food waste and we will be collecting that from your home every week. In addition, over half of household waste produced can be recycled in your blue-lidded green wheelie bin.

Some households produce Absorbent Hygiene Product (AHP) waste, such as nappies and incontinence pads and we are offering a free weekly collection service for those potentially 'smelly' items.

Go to the Absorbent Hygiene Products waste section above, for more information on how to register for this free service.

If you utilise the new food recycling and AHP collection services, it will mean you will have less rubbish than you did before and what you do have, should not be as 'smelly', so it won't need to be collected as often.

What happens if my bin is not collected?

Our crews have until 5pm to finish their rounds. If you see the crew have already been and it was just you that was missed, please tell us as soon as possible, so we can try to get back to you quickly. You have two working days to tell us about the missed collection.

If there has been a problem the crew will normally put a note through your door.

However, we will not collect it if...

- your rubbish isn't ready from 7am. You will need to put it near the kerbside where we can see it
- you have left out more than a 240L wheelie bin of rubbish – the extra rubbish will be left behind
- the bin contained garden waste. Garden waste can be taken to your local Household Waste Recycling Site, find out your nearest Site at the West Sussex County Council [HWRS](#) pages or it can be collected fortnightly from your property through the Green Waste Club.
- Please note that a new booking system has been confirmed for residents visiting Bognor Regis, Crawley, Horsham, Littlehampton, Shoreham-By-Sea and Worthing HWRSs. From Monday 29 March residents planning to visit these sites will need to pre-book their slot in advance, either online or by telephone. The trial is designed to allow residents to safely dispose of their recycling and waste, limit their waiting times at these sites and help reduce traffic disruption. When live, slots can be booked up to 14 days in advance and residents will be able to make one trip in a week (Monday-Sunday). Once the booking system is available, residents will be able to book a visit within a timeslot online, by visiting the West Sussex website or by calling the Customer Service Centre. Go to the West Sussex County Council [HWRS](#) webpages for more information.

If any of the above had been highlighted as a reason for non-collection, we will not call back to collect. You will need to either wait for your next collection or take it to your local Household Waste Recycling Site, link above.

You can report a missed collection via Arun District Council's [missed collection webpage](#) or call 01903 737754.

Will my rubbish bin smell after three weeks?

If you are using the weekly food recycling collections your rubbish bin should not smell. You can also opt-in to a weekly free AHP collection e.g. nappies, which might be another source of smells in your rubbish bin.

If you think there are other items that will produce a smell e.g. cat litter/pet bedding, animal waste, then double bagging them will help or you can take them to a Household Waste Recycling Site.

Why can't I just put everything in my rubbish bin?

We are making these changes to the way your recycling and rubbish is collected so that you can recycle as much as possible and help reduce the amount of rubbish produced.

If you put everything you throw away into your rubbish bin you probably won't be able to fit it all in and it will likely get 'smelly'. We will not collect any additional waste left at the side of your bin. If you separate your waste correctly, then you should have more than enough space.

Can I have another rubbish bin?

If you are using the new weekly food recycling and AHP collection services and are recycling all you can, should not need another rubbish bin. However, if you are using all the services provided fully and feel you are still producing extra rubbish please email recycling@arun.gov.uk or telephone 01903 737754 and we will try to help you reduce the amount of rubbish you are producing, but will not provide additional bins.

Can I place extra rubbish out if it won't fit into my bin?

No. Additional rubbish placed alongside your rubbish bin will not be collected.

If you are using the new weekly food waste and AHP collection services provided to recycle as much of your rubbish as possible, your remaining rubbish should fit in your bin and you should not need to put out extra rubbish. However, if you are using all the services provided fully and still producing extra rubbish email recycling@arun.gov.uk or telephone 01903 737754 for advice, but we will not provide additional bins.

If you produce extra rubbish as a one-off (e.g. from a party) this can be taken to one of the Household Waste Recycling Sites. A new booking system has been confirmed for residents visiting Bognor Regis, Crawley, Horsham, Littlehampton, Shoreham-By-Sea and Worthing HWRSSs. From Monday 29 March residents planning to visit these sites will need to pre-book their slot in advance, either online or by telephone. The trial is designed to allow residents to safely dispose of their recycling and waste, limit their waiting times at these sites and help reduce traffic disruption. Slots can be booked up to 14 days in advance and residents will be able to make one trip in a week (Monday-Sunday).

Residents are able to book a visit within a timeslot online, by visiting the [West Sussex County Council](#) website or by calling the Customer Service Centre.

For more information and to find your nearest site visit West Sussex County Council's pages for [Household Waste Recycling Sites](#).

I have a large family; can I have an extra bin, and can I put out rubbish next to my bin?

If you have five or more people in your household, please contact us by calling 01903 737754 or emailing recycling@arun.gov.uk.

Other collection services

Garden waste collections – every two weeks

Will my garden waste collection day change?

No. If you are currently subscribed to our garden waste collection service your fortnightly collection will remain unchanged.

How do I subscribe to the garden waste collection service?

For more information on the garden waste collection service and how to subscribe, visit the [Green Waste Club](#).

Please note this is a chargeable service.

Why can't I put food waste into my garden waste bin?

The garden waste collected in Arun is composted outside. Some food waste can't be treated in the same way - it must be treated using heat to make it safe - so you cannot put **any** food waste into your garden waste bin.

If I still want to compost at home how can I order a home composter?

Composting at home is an easy way of transforming **some** of your kitchen and garden waste (leaves, grass cuttings, twigs, vegetable peelings etc.) into a rich nutrient for your garden. To find out more about home composting or to purchase a home composter, please visit West Sussex County Council's [Compost it](#) webpage.

Small electrical items - Kerbside properties – every two weeks

Will my collection of small unwanted or broken electrical items change?

Yes, collections will take place every two weeks, the same time as your recycling collections.

Please put your small electrical items in a standard sized carrier bag, tie up and place **next to your recycling bin**, on your normal recycling collection day.

Do not put your electrical items in your recycling bin, as it will contaminate the whole bin and all your recycling may go to waste.

What can I recycle?

You can recycle the following items:

- ✓ Small kitchen appliances
- ✓ Mobile phones
- ✓ DVD players
- ✓ Chargers
- ✓ Remote controls
- ✓ Hairdryers
- ✓ Games Consoles
- ✓ Power tools
- ✓ Smoke detectors
- ✓ Sky boxes

What can't I recycle?

Please do not put the following items out for collection:

- × Vacuum cleaners
- × Light bulbs
- × TVs and monitors (any size)
- × Laptops
- × Printers
- × Fridges and freezers
- × Washing machines
- × Cookers
- × Microwave ovens
- × Bread Makers

Why can't I recycle some of these items?

We can't collect items larger than 35cm x 40cm as they won't fit in the storage cages on our collection vehicles. You can take the larger items to a Household Waste Recycling Site.

A new booking system has been confirmed for residents visiting Bognor Regis, Crawley, Horsham, Littlehampton, Shoreham-By-Sea and Worthing HWRs.

From Monday 29 March residents planning to visit these sites will need to pre-book their slot in advance, either online or by telephone. The trial is designed to allow residents to safely dispose of their recycling and waste, limit their waiting times at these sites and help reduce traffic disruption. When live, slots can be booked up to 14 days in advance and residents will be able to make one trip in a week (Monday-Sunday).

Residents are able to book a visit within a timeslot online, by visiting the West Sussex website or by calling the Customer Service Centre. For more information and to find your nearest site visit West Sussex County Council's pages for [Household Waste Recycling Sites](#).

Alternatively, you can book a collection of any large unwanted items through Biffa by calling 0808 196 5601.

Do I have to use my own carrier bags?

Yes, you will need to reuse carrier bags leftover from your shopping.

How often can I recycle these items?

You can recycle these items in carrier bags every two weeks when your recycling is collected.

Put your small electrical items in a standard sized carrier bag, tie up and place **next to your recycling bin** on your normal recycling collection day.

Do not put your electrical items in your recycling bin, as it will contaminate the whole bin and all your recycling may go to waste.

Assisted collections

I have an assisted collection - will that still be provided?

Yes. If you receive assistance with your rubbish and recycling collections that will automatically continue during the trial.

If you are unable to put your new 240L wheelie bin out for collection yourself, please telephone us on 01903 737754 to arrange an assisted collection.

Collections of large unwanted items

Will I still be able to book a collection for any large unwanted household items?

Yes. Our collection service for large items will continue as normal. To book a collection or find out more by visiting Arun District Council's [Bulky & Large Collections](#) webpage, or call Biffa on 0808 196 5601.

Useful additional information

What about my dog waste and cat litter, won't it start to smell after three weeks?

If dog waste is collected while out walking your dog, it can be disposed of in our dog waste bins.

Other local authorities that have introduced 3 or 4 weekly collections have indicated that if you have cat litter, dog/pet waste at home, you should double bag it, tie it tightly and then it can be placed in your new wheelie bin for general rubbish with the bin lid shut. This will help minimise the risk of smells.

Biodegradable dog waste bags are available from some retailers and provide a more environmentally friendly alternative to plastic bags, but they should still be placed in your rubbish bin.

Options for alternative disposal methods include the use of pet/food waste digesters and wormeries, for example. Visit West Sussex County Council's [Compost it](#) webpage.

How can I reduce the risk of foxes, maggots and flies?

Insects and animals are attracted to smells and loose rubbish (such as food) and flies lay eggs that hatch into maggots. You will only have a problem with maggots if flies can get to your rubbish. If flies settle on your rubbish, they may lay eggs which can hatch out as maggots, within 24 hours. Therefore, the frequency of rubbish collections has little impact on this process. You can avoid flies being attracted to your rubbish by:

- Keeping all bin and caddy lids firmly closed
- Put all your food waste into your food waste bin that has a lockable lid - this is collected every week
- Wrap any potentially smelly food waste in newspaper before putting it into your food waste bin
- Don't leave your food waste uncovered in your home (including pet food)
- Double wrap pet waste and put it into your new 240L wheelie bin
- Rinse all food and other residues off all your recycling and allow them to dry before putting into your blue-lidded recycling wheelie bin
- Leave your bins out of direct sunshine if you can
- Wash your bins and caddy out regularly with hot water and washing up liquid or a strong lemony smelling disinfectant.