

TOR²

Torbay Council & May Gurney

Doing more for you



Good news for residents of the Bay! A new company, TOR², has recently taken over operational delivery of the following local services in Torbay:

- waste and recycling collections
- management of the Household Waste and Recycling Centre (HWRC) and waste transfer station
- maintenance of Torbay's highways, grounds, parks, car parks, public toilets, other buildings and the council's vehicle fleet
- street and beach cleansing
- out of hours call centre support

Major improvements to the recycling and waste services are coming into operation from 6 September 2010. These improvements will help Torbay increase recycling and cut down on the amount of waste ending up in landfill sites and will enable you to recycle up to 85% of your waste, with all residents able to recycle the same materials.

Starting from 6 September 2010, these improvements will include:

For people living in flats with shared recycling facilities there will also be improvements to recycling collections over the coming months, which will include an increased range of materials collected and a new weekly collection of kitchen waste. You will be sent information on this as and when the new improvements happen and should continue to use your current recycling facilities until then.

- a weekly collection of recycling from all households in Torbay
- an increased range of weekly recyclable materials collected at kerbside
- a new weekly kitchen waste recycling collection
- new recycling containers (two recycling boxes, a kitchen caddy and kitchen waste bin) to replace the current large, green wheelie bin for recycling, enabling better and more flexible storage of recyclable items
- same day collection for recycling and residual waste to the majority of households making it easy to remember collection days
- fortnightly residual waste collections for those with space for a residual bin
- improvements to the existing Tor Park Road Household Waste Recycling Centre to increase quantities of materials recycled along with improving the customer experience

You said: Recycling was important to you

We did: Torbay Council's household recycling centre won two national recycling awards. Its team reduced waste sent to landfill by 3,420 tonnes over 12 months

TOR2 will provide Torbay with a first-class, flexible and cost efficient recycling and waste service to ensure Torbay can reach its recycling target of 50% by 2017. Torbay's current recycling rate is 35.7% and TOR2 are confident the 50% target is entirely achievable, because in areas such as Somerset where similarly comprehensive recycling services have been introduced, recycling rates have exceeded 60%. With the introduction of the recycling and waste service change other TOR2 services will be rescheduled to complement overall delivery, including changes in the current street cleansing schedules to ensure a total integrated package.

TOR2 is an innovative Joint Venture Company -- owned by May Gurney (80%) and Torbay Council (20%) -- that will deliver service improvements and value for money. Torbay Council has chosen to partner May Gurney because they offer an innovative and integrated service with significant benefits



to Torbay and its residents. These include savings of £10 million over 10 years, new employment opportunities and a sustainable business approach which will lead to a 30,000 tonne annual reduction in carbon, the equivalent of taking 10,000 cars off the road.

The new recycling and waste services in Torbay are expected to deliver the following benefits:

- 22% reduction in household residual waste tonnage in 2010 increasing to 40% in 2013
- nearly 12,000 tonnes per annum of materials diverted from landfill into recycling from 2011, which is the equivalent of filling 40 Olympic sized swimming pools
- a 2,267 tonnes per annum reduction in overall waste
- kerbside collected recycled tonnage almost doubled by 2012
- kerbside collected recycling and composting rate increased from 35% to 45% in the first year and achievement of the 50% recycling target stated above by 2012, five years ahead of target

To give residents an opportunity to ask questions, a team of 'Waste Doctors' are attending roadshows and speaking to local community and interest groups during the summer. Residents will have received a letter specifying how the changes will affect them and will receive a leaflet in August with more information when the new recycling containers are delivered. After you have received this information, if you still feel you would like additional assistance, you can book a home visit from a Waste Doctor during August and September. You can book a visit by contacting Torbay Customer First call centre on 01803 207900.

TOR2 General Manager, Andy Muncer stated that 'our recycling and waste solution is the first and major change of TOR2's offering and we believe it is the best solution to meet and exceed Torbay's recycling targets. We are acutely aware of the needs of the Bay and understand that there are logistical challenges in rolling out this service change, but believe that residents' overriding desire to recycle more will help us to achieve our goals'. He added 'TOR2 is a unique partnership that is leading the way in the procurement of local government services. We are looking forward to providing these benefits to residents in the Bay'.

Your new recycling containers

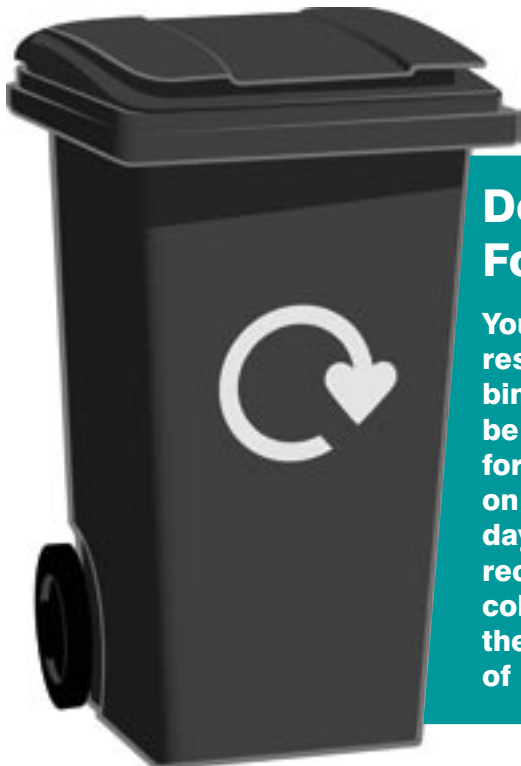
To enable the new recycling improvements to be made, TOR2 will start to deliver the following new recycling containers to all residents in Torbay from 9 August:

- a kitchen caddy and kitchen waste bin
- 2 recycling boxes (some residents will already have one)
- 2 recycling box nets
- a starter roll of 25 starch liners for the kitchen caddy

Your Food Waste Collection

To provide residents with an easy to use, safe and hygienic method for recycling food waste, residents will receive both a kitchen caddy and a kitchen waste bin. The kitchen caddy is conveniently designed to be stored inside your home and used to transfer the food waste to the larger bin, which can be stored outside your property. The larger kitchen waste bin has a lockable lid to secure it and will be collected weekly on the same day as your recycling boxes.

All food waste, cooked and uncooked, can be put in the kitchen waste bin, for example, meat and fish (including bones), dairy products, bread, fruit and vegetables. Residents who home compost can use this service to collect food they cannot compost, such as cooked food, meat and fish.



Don't Forget!

Your wheeled residual waste bin will still be collected fortnightly on the same day as your recycling collection (for the majority of residents)

You said: Clean streets are a priority

We did: Torbay Council spent over £1.5m on street cleansing last year and maintained and cleaned over 300 miles of roads and 500 miles of pavements.

Your recycling box collection

TOR2 will be increasing the range of recyclable items collected as part of the new scheme. You will be provided with two recycling boxes to store the items in, which will be collected weekly. New recycling boxes, kitchen caddies and kitchen waste bins will be delivered to you from 9 August onwards.

You will be able to recycle the following items in your two boxes



Box 1

- Clothes and shoes (plus textiles, such as sheets and towels)
- Food tins and drinks cans (and widgets are fine)
- Plastic bottles, including bottles from the kitchen, your bathroom and under the sink
- Paper, including newspapers, magazines, Yellow Pages, junk mail, all types of envelopes and shredded paper
- Aerosols



Box 2

- rinsed mixed glass, bottles and jars
- foil dishes and foil
- all cardboard (flattened)

You will be supplied a set of stickers for each box, which you can stick on your box to help identify which items you can recycle in each box.

The new recycling services will take over from the current Twin Bin Scheme and the Bag and Box scheme from 6 September 2010. From 16 August, after the new recycling containers have been delivered, residents on the Twin Bin Scheme will start to see stickers securing their recycling wheelie bin and informing them they will be taken away for refurbishment and reuse. The old recycling bins will then start to be collected from 23 August. These will be redistributed to some residents currently on the weekly seagull-proof sacks residual waste collection who have been deemed to have space for a residual waste wheelie bin. These residents will be sent a letter informing them of their new fortnightly residual waste collection and will be able to call 01803 207900 to request a call back from a Waste Doctor or they will be able to speak to them at events or by booking a home visit.

Residents currently on the Bag and Box Scheme will only receive one new recycling box, as they can use their current green box, as their second box. Residents will be able to keep their old paper collection bag and use it for whatever they like, such as storing odds and ends in the garden shed or keeping wellie boots in!

In early August, when the new containers arrive, you will receive a detailed leaflet explaining exactly what can be put in the different containers and how to use them. Later in August you will receive details of your collection day and a calendar of all collection dates for the next year.