



# TOR2

Torbay Council & May Gurney

## Big changes and a big thank you from TOR2!

As the year comes to a close there is always a pause for reflection. 2010 brought TOR2 to the Bay, the new Joint Venture Company formed by Torbay Council and public services expert May Gurney. TOR2 is responsible for delivery of essential front-line services including recycling and waste collections; the maintenance of highways, grounds, parks, car parks, buildings and the council's vehicle fleet; street and beach cleansing.

One of the first changes introduced by TOR2 were the new and improved recycling and waste services. With a new weekly recycling collection (including food waste) using two recycling boxes and food waste caddy and bin instead of the large wheeled green recycling bin, this was a big change.

Previously one-third of residents in the Bay could only recycle glass and paper and 5% did not have any recycling services at all, so the new services are a big improvement and mean a lot more residents in Torbay now have full recycling collections.

*Ashley Hale, recycling crew member for TOR2, talks about working on the new recycling and residual waste services and his thoughts on recycling:*

"When the service first rolled out you could tell that people were not happy and were struggling because it was not what they were used to. But since then, people have begun to realise that recycling is worth the extra effort if it means a cleaner, greener environment for us all. As a father-to-be I think it is important that we all take care of our children's future through our actions now."

### The results say it all

Many Torbay residents had a lot of questions and Torbay Council's Customer First call centre received an unprecedented volume of calls, but this interest in how to recycle paid off and within just a few weeks the new recycling services were reporting positive results.

In the first two weeks of operation Torbay residents recycled 670 tonnes of recyclable material, an 81% increase from the 370 tonnes collected in the last two full week period under the old 'two bin' recycling system.

Also, in just the first two complete collection rounds TOR2 collected 270 tonnes of food waste which, under the old recycling scheme would have gone to landfill. This is important because organic waste in landfill doesn't break down into the compost but mixes with other substances and produces methane gas (a major contributor to the greenhouse effect). As more and more residents in Torbay get used to using the food waste caddies and bins, many more tonnes of food waste will be diverted from landfill which is great.



This should be celebrated and TOR2 would like to take this opportunity say a big 'thank you' to all Torbay residents for achieving great results so far and for the patience that has been shown as the new service has rolled out. It is testament to the ability of Torbay residents to take on board change and embrace it that this has been achieved.

### Positive news all round

If Torbay manages to continue or improve on its current performance, TOR2 will be able to keep the amount of waste sent to landfill to a minimum and avoid fines and costs associated with landfill space which would have amounted to around £14 million by 2020 if we had continued with the previous waste collection.

There is also positive news on the re-processing front. The food waste collected at kerbside has multiple benefits. It gets sent to an anaerobic digestion plant where it is broken down by naturally occurring micro-organisms in a sealed (non-oxygen) system. Firstly this generates electricity, which is transferred to the national grid, and secondly produces biofertiliser, which is used on local farm land to grow crops and to produce compost. This is a 'win-win' situation, particularly when the methane gas produced if the food waste had gone to landfill is also avoided.

# Kids and communities get involved

To help communicate the new recycling and waste services there have been a lot of activities going on across Torbay.

## Waste Doctors diagnose recycling problems

### Community events and meetings

The Waste Doctors have been out and about at a number of community partnership meetings and other locations, such as outside supermarkets, getting to know local residents and dealing with any questions on the spot. As we went to press in October, 41 local meetings or events had either been attended by, or were planned, for the Waste Doctor team.

These have included, accompanying Consultation Caravan outings, the Go Green Event (Paignton Seafront), both Paignton Regatta and Torbay Carnivals and specific meetings such as Brixham Town Council, the Federation of the Blind and Community Partnerships.

The Waste Doctors will be on-the-ground at least until December 2010, so look out for them at Christmas events around the area. To contact a Waste Doctor either call Torbay Council's Customer First Call Centre on 01803 207900 or email [wastedoctors@tor2.co.uk](mailto:wastedoctors@tor2.co.uk).



### On the phone and in the home

In addition, over the past few months the Waste Doctors have taken and made hundreds of phone calls to help explain the new recycling and residual waste services and made many home visits. Their job is never dull and

*Here are some of the comments from the Waste Doctor Team about their work:*

"For me the best day I have had so far was the Paignton Go Green event. It was positive and everyone was very engaging and happy to speak to us with queries and requests. It was thoroughly enjoyable and has been one of the most rewarding days I have had in this job.

"Helping to facilitate a positive change in the area has been a rewarding experience. It's great to know the new recycling and waste system will have long-term environmental and economic benefits for local residents.

"Doing something proactive for the greater good is a good feeling, but the most satisfying moments have been where we've managed to make a positive difference by coming up with useful, appropriate, practical solutions or advice especially for older residents, some of whom were worried about the new services and how to use them."

questions have ranged from the reason behind the service changes, what can/cannot go into various containers, storage issues, where materials go next, how the older generation and disadvantaged groups will cope, to what to do with a dead seagull and many more....!

## It's back to school for the 3Rs (Reduce, Reuse and Recycle)

That's right! In addition to the Waste Doctor team, schools Education Officers in Torbay have been out and about presenting and running assemblies at local schools to ensure local children know about the importance of recycling for their future, how to use the new recycling services and getting them to be 'Recycling Experts'. The children then go home and help parents, relatives and friends become 'Recycling Experts' too.

During the assemblies children learn about landfill sites and why they are bad for the environment, what recycling is and what different materials are recycled into including paper into newspaper, plastic bottles into clothing and food waste into compost.

To aid their learning they play the 'Check the sticker' recycling game which involves taking items from a cloth bag and using the stickers on the recycling boxes to guide what goes in what box. The assemblies end with a 'Recycling Chant' which includes information on the new recycling services and is a fun way to end the session.

In total the Education Officers have undertaken 31 assemblies in 24 schools and worked with over 6,600 children since September 2010 and due to the popularity of the assemblies, 16 schools have booked further 'in-depth' workshops to discover more about recycling and how to reuse and reduce waste through everyday activities. What a great way for local children to learn about something so important for their future.



Pupils from White Rock Primary School and Deputy Head Tom Page become Recycling Experts with help from Recycling Officer Carol Arthur and Education Officer Alex Mack.



### Recycling really does make a difference

While recycling reduces the reliance on landfill space, there are also other environmental benefits which are less widely appreciated which mean it is a crucial activity in combating climate change as the following key facts show:

- on average every person in the UK throws away their own body weight in rubbish every seven weeks but up to 60% of what is in those residual waste bins (on average) could actually have been recycled instead
- recycling one aluminium can saves enough energy to run a TV for three hours and it takes 95% less energy to recycle aluminium than it does to make it from raw materials
- the energy saved from recycling one glass bottle can run a 100-watt light bulb for four hours. It also causes 20% less air pollution and 50% less water pollution than when a new bottle is made from raw materials and it takes 40% less energy to recycle glass than it does to make it from raw materials
- it takes 24 trees to make 1 tonne of newspaper, therefore, for every tonne of paper recycled, 24 trees will be saved

# All you want (to know) for Christmas!

## TOR2 gives answers and top tips for a low waste Christmas

As the festive period draws near, there will be many questions on the recycling and residual waste collections and many things you can do to avoid waste at a time when we all indulge a little more than usual! Here TOR2 answers some key questions and gives advice on how to achieve a low waste Christmas.

## Your Christmas questions answered

### *What will happen to recycling and residual waste collections over Christmas and New Year?*

**TOR2 is delighted to announce that there will be NO CHANGES to collection days and dates this year for any residents in Torbay over Christmas and New Year.**

Residents should note that, due to potential extra amounts of recycling and/or residual waste, different traffic conditions and potentially different and extra crew shift patterns, collection times may vary compared to your usual collections. This information will be on TOR2 and Torbay Council's websites and advertised in the Herald Express.

### *What will happen if people are away or accidentally forget to put out recycling or residual waste for collection over Christmas and New Year?*

Unfortunately, as collections will continue as normal, if you are away or forget to put your recycling or residual waste out for collection you will need to wait until your next collection. However, if you do have a lot of recycling in the meantime don't forget you can take recycling to a local bring bank or both to the Household Waste Recycling Centre at Tor Park Road, Paignton.

### *What should residents do about missed collections over Christmas and New Year?*

If you have put your recycling and/or residual waste out on the correct day and time and in the correct place and it is missed then you should wait until the next morning to ensure the collection is not just later than usual. If not, call Torbay Council's Customer First Call Centre to report a missed collection.

### *How can I recycle my Christmas tree after Christmas?*

If you have a real tree Christmas tree which you want to recycle you will be able to drop it off for recycling at the following places:

**Torquay** - Lymington Road Coach Station,  
Saturday 8 January, 10am to 2pm

**Paignton** - Household Waste Recycling Centre,  
any day, 7 days a week

**Brixham** - Rea Barn Industrial Estate,  
Saturday 8 January, 10am to 2pm

**Marldon Christmas Tree Farm** Weekend 8 & 9 Jan only

**Model Village car park**, St Marychurch  
8 January - 31 January 2011

### *What should residents who have too much recycling or residual waste for their recycling containers do about this over Christmas and New Year?*

As recycling and food waste is collected weekly and there are no changes to the collection dates then this should not be a problem. However, with recyclable items such as paper, cans and bottles, if they are presented for recycling alongside your recycling containers in plastic carrier bags (not black dustbin liners) and clearly labelled as recycling they will be picked up.

Alternatively, you could consider taking recycling to your local bring bank or taking it to the Household Waste Recycling Centre.

### *Can Christmas wrapping paper and crackers be placed in the paper recycling container?*

Christmas wrapping paper is fine to go in with normal paper for recycling as long as it is paper-based and not the metallic or plastic style of wrapping paper. The 'scrunch' test will tell you whether it is made of paper or not.

For crackers, any paper can be placed in with paper for recycling and the cardboard tube and any other bits of cardboard can be presented with cardboard for collection.

### *Can Christmas cards be placed with normal cardboard for collection?*

Christmas cards can be put out with cardboard for collection as long as they are actually made of card not plastic or a metallic finish.

### *Where can residents get new starch liners for food waste over Christmas and New Year?*

New liners can be sourced by calling TOR2 on 01803 402909 (where you can pay by debit/credit card).

Alternatively, you can collect them (cash only) at TOR2, Aspen Way, Yalberton Industrial Estate or the Household Waste Recycling Centre (Tor Park Road). They cost £2.25 per roll if collected and £5 per roll if posted. They are also available at The Kitchen Shop, 3, The Strand, Torquay and many other local outlets such as supermarkets. When purchasing liners from local retailers please ensure they are marked with one of the logos which certify that products are 100% compostable and meet the applicable EU composting standard (EN13432).

As a 'free' alternative, newspaper can also be used to line food waste caddies instead.

**Please note:** Over Christmas the Household Waste Recycling Centre will be closed Christmas Day, Boxing Day and New Year's Day only. Further details about the Household Waste Recycling Centre opening hours are on both Torbay Council's and TOR2's websites ([www.torbay.gov.uk](http://www.torbay.gov.uk) and [www.tor2.co.uk](http://www.tor2.co.uk) respectively).



## Twelve top waste reducing tips for the twelve days of Christmas

- 1 **Avoid temptation** when shopping for Christmas food make sure you have planned in advance and don't be tempted by things you don't need or won't use up.

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- 2 **Don't leave out the leftovers** plan your meals so that you can reuse leftovers as much as possible. Make sure you reuse your turkey for pie, curry, turkey pasta bake, soup and so on until New Year! Visit <http://www.lovefoodhatewaste.com> for lots of ideas on how to avoid overcooking, plan meals and use leftovers and generally how to save money by being careful with food.

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- 3 **Give them a new home** take all old unwanted toys, games and clothes to a local jumble sale or charity shop rather than throwing them away after Christmas.

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- 4 **New cards for old** keep all your Christmas cards from this year to make into new Christmas cards and gift tags for next year or take them to WH Smith, Marks and Spencer and TK Maxx who will be running a Christmas Card Recycling Scheme for the Woodlands Trust in Torbay this year.

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- 5 **Power up for recycling** take any old or unwanted electrical items such as toasters, kettles and irons to the Household Waste Recycling Centre for recycling.

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- 6 **Re-charge your batteries** buy re-chargeable batteries for battery operated presents rather than single use ones. Alternatively, avoid buying or requesting presents that require batteries.

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- 7 **Bring out the best crockery** avoid using paper cups and plates at your Christmas parties.

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- 8 **Buy recycled** look out for gifts with a high recycled content or made from recycled materials. For ideas, the Recycled Products Guide (RPG) lists 1,000 products made from recycled materials. Log onto [www.recycledproducts.org.uk](http://www.recycledproducts.org.uk).

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- 9 **Get your guests recycling** remember to tell guests where your recycling containers are and what goes in them when they stay over Christmas.

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- 10 **Get all wrapped up** check out 'furoshiki' a Japanese-style of wrapping using fabric that can be used over and over again. Watch the video on <http://www.vimeo.com/2321507> and follow the instructions.

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- 11 **Give your garden a present** invest in a compost bin and recycle all Christmas dinner vegetable peelings. For more information visit the Recycle Now website.

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- 12 **There are tins and then there are tins** remember there are lots of Christmas items such as large biscuit and chocolate tins which can be put out for recycling with your food and drink cans.