

Household waste recovery centres

Have your say

I think...

I suggest...

I propose...



I like...

NORTHUMBERLAND

Northumberland County Council



Recycling in Northumberland

The 12 Household Waste Recovery Centres (HWRCs) in Northumberland are provided for Northumberland residents to dispose and recycle their own household waste. In 2014/15 74% of the waste you took to the HWRCs was recycled or reused.

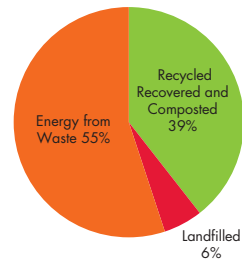
We would like to find out your views about the sites and the service, and how it can be improved to meet your needs. Here are three of the ways we measure the performance.

Aim: To recycle/ reuse 41.5% of all household waste from **Kerbside** and **HWRCs** in 2014/15 and to reduce the amount sent to landfill to 5%.

How did we do? In 2014/15 we actually recycled/reused 39%, sent 6% to landfill and burnt the balance of 55% to make electricity which fed into the National Grid.

Just one more plastic bottle in each recycling bin each week will make such a difference. The energy saved by recycling EACH bottle, would light a 60w bulb for 3 hours.

What happens to your waste?



Aim: To respond to all complaints within 15 working days.

How did we do? In 2014/15 Neighbourhood Services responded to 91% of complaints within 15 working days.

We are working hard to improve our response times so that customers don't have to wait so long for a reply to complaints.

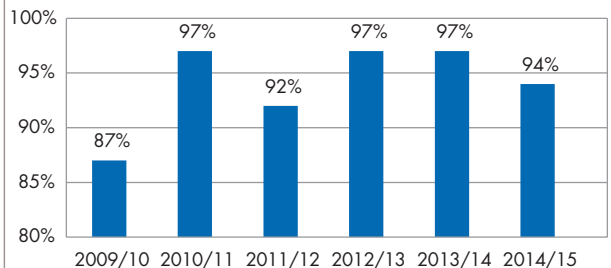
Aim: To ensure that at least 97% of customers are satisfied with the household waste recovery centres.

How did we do? In 2014/15 94% of customers were satisfied with the service provided at the HWRCs.

Customers have told us that the sites themselves are well run and easy to use but getting advice from the council about them is

not always easy. Customer feedback is helping us address this problem. We have introduced a new website and encourage residents to use Smartphone Technology to access Council services at their convenience.

Percentage of customers very/fairly satisfied



Have your say

Name :

Address :

.....

..... Postcode :

Telephone Number :

Email Address :

Date :

Site visited :

Comments :

Please return the completed form in an envelope (no stamp needed) addressed to :-

FREEPOST NCC LOCAL SERVICES

(Please write this exactly as you see it, and include no other address details).

Alternatively, you can give your comments by filling in a comments form on the website at www.northumberland.gov.uk/waste

Did you know?



Garden waste

Northumberland County Council provides a kerbside garden waste service in many areas for an annual service fee (£28 per bin in 2016). In 2015, nearly 24,000 households used this service, providing enough garden waste to help fill 350,000 bags of compost / soil conditioner.

Producing electricity from your rubbish

Most of the waste from your general waste bins and from the non-recyclable skips goes to be burnt at the energy-from-waste facility in Teeside. The waste burnt includes the non-recyclable plastics eg. food trays, carrier bags, yogurt pots, margarine tubs and shredded paper which have a high calorific value but which cannot be recycled. The electricity produced would meet the energy needs - for a whole year - of the entire towns of Alnwick plus Morpeth put together.



Assistance for those in need



Elderly or infirm persons and those suffering from short or long-term illnesses may qualify for an 'assisted' collection, whereby the council collects and replaces the wheeled bin on the residents behalf. To find out whether you qualify, contact the Council at www.northumberland.gov.uk/waste or phone 0345 600 6400. The Council currently provides 'assisted' collections to over 5,000 households in need. Site attendants also provide assistance, on request, to residents visiting the household waste recovery centres.