



**West  
Northamptonshire  
Council**

## **Waste and Recycling Service update for town and parish councils**

*Update from Cllr Phil Larratt, Portfolio Holder for Environment, Highways Transport & Waste Services*

### **Christmas arrangements recap**

With Christmas now fast approaching, steps are now well under way to promote waste and recycling arrangements for all households over the festive season.

Residents across our area should now have received a bin hanger detailing their Christmas collection arrangements – to recap the key points, there will be no day changes for households over Christmas but garden waste will be suspended from 27 December to 7 January. Residents can put out extra recycling with their usual collections and we'll be collecting real Christmas trees in the weeks beginning 10 and 17 January.

You can [view all the details on our website here](#) or call 0300 1267000. Over the Christmas break, residents will still be able to check their bin collections and report any issues on our website.

### **Annual calendars**

At Full Council I received a request to consider the distribution of waste and recycling collection calendars to all West Northamptonshire residents and I promised that I would review this option. I have consulted with officers in the waste, customer services and communications teams and they have proposed that this year, with no changes planned to people's current collection cycle or bin day, calendars are made available on demand via a range of options, instead of distributing paper copies to all households.

The options available to residents include viewing or [downloading their calendar from the Council's website](#), using the West Northants mobile app to check collections, or phoning the council on 0300 126 7000 for a paper copy to be sent to them. This means that all our residents, whether technologically-minded or not, should be able to access information about their waste collections.

These options reflect the changing trend in how residents wish to receive information from us, with the council receiving fewer 'simple tasks' being requested by phone, and residents increasingly incorporating the use of the internet into their day-to-day lives as a result of the covid pandemic. Telephony or face-to-face support is used mainly for customers with complex circumstances and/or complex needs, however whenever needed, the customer services team will also offer a telephony service to assist those people who are not comfortable navigating the website.

Offering residents online options to access their calendars also helps our council be sustainable, both in terms of our use of financial resources and the natural resources

required to print and distribute the calendars which will contribute to reducing our carbon emissions.

Unfortunately the council's phone number was omitted from the recent bin hangers that were distributed to homes across West Northants and I apologise for this, however please be assured that any resident wishing to receive a paper copy of their calendar should call our main number 0300 126 7000 and one will be posted out to them. We are publicising this option, along with the use of the website and mobile app, to all residents via our communications channels.

Our mobile app technology is also becoming increasingly popular with residents wishing to check their collection arrangements, with around 15,000 people in the Daventry area already using it regularly, so I would urge people to give it a go.

To download the app version for the Daventry and South Northants areas, visit the Apple or Android app store and search for West Northamptonshire – if you're a Northampton resident, visit the app stores and search 'Northampton' instead.

Wishing you all a very Merry Christmas and Happy New Year,

**Cllr Phil Larratt**

**Portfolio Holder for Environment, Highways Transport & Waste Services  
West Northamptonshire Council**