

## Household Recycling and Waste Services Commitment – Resources

	Commitment	Toolkits and good practice	Training	Case studies	Websites
1	We will explain clearly what services you can expect to receive.	<p>WRAP</p> <ol style="list-style-type: none"> <li><a href="#">Improving Recycling through Effective Communications</a></li> <li><a href="#">Good practice on developing collection calendars</a></li> <li><a href="#">Low participation areas: Effective communications planning</a></li> <li><a href="#">Guide to door-to-door canvassing</a></li> </ol> <p>LG Improvement &amp; Development</p> <ol style="list-style-type: none"> <li><a href="#">‘Connecting with communities’ communications toolkit</a></li> </ol>	<p>WRAP</p> <ol style="list-style-type: none"> <li><a href="#">Communications planning and design</a></li> <li><a href="#">Communications planning</a></li> </ol>	<p>WRAP</p> <ol style="list-style-type: none"> <li><a href="#">Newcastle-under-Lyme: Communicating a two phase service change</a></li> <li><a href="#">Coventry City Council: Introducing a new recycling service to all residents</a></li> <li><a href="#">Oldham Council: Engaging a culturally diverse community when implementing service changes</a></li> <li><a href="#">Braintree District Council: door-to-door canvassing</a></li> </ol>	<p>WRAP</p> <ol style="list-style-type: none"> <li><a href="#">Recycle Now Partners</a></li> </ol>
2	We will provide regular collections.	<p>WRAP</p> <ol style="list-style-type: none"> <li><a href="#">Collection and recycling services good practice</a></li> <li><a href="#">Recycling collections for flats</a></li> </ol>	<p>WRAP</p> <ol style="list-style-type: none"> <li><a href="#">Recycling managers training course</a></li> <li><a href="#">Reviewing and re-tendering your service</a></li> <li><a href="#">Improving efficiency</a></li> </ol>		
3	We will provide a reliable service.	<p>WRAP</p> <ol style="list-style-type: none"> <li><a href="#">Collection and recycling services good practice</a></li> <li><a href="#">Recycling collections for flats</a></li> </ol>	<p>WRAP</p> <ol style="list-style-type: none"> <li><a href="#">Recycling managers training course</a></li> <li><a href="#">Reviewing and re-tendering your service</a></li> <li><a href="#">Improving efficiency</a></li> </ol>	<p>Environment Agency</p> <ol style="list-style-type: none"> <li><a href="#">Tower Hamlets Council: Improvements in flats recycling</a></li> </ol>	
4	We will consider any special requests that individual households may have.	<p>WRAP</p> <ol style="list-style-type: none"> <li><a href="#">Alternate weekly collections</a></li> </ol>		<p>LG Improvement &amp; Development</p> <ol style="list-style-type: none"> <li><a href="#">Lancashire - Assisted bin collection project</a></li> </ol>	
5	We will design our services and carry out collections in a way that	<p>Defra</p> <ol style="list-style-type: none"> <li><a href="#">Local Environments</a></li> <li><a href="#">Street Litter</a></li> </ol>			

	doesn't produce litter.	Keep Britain Tidy 1. <a href="#">Local environmental quality</a> 2. <a href="#">Fly-tipping</a>			
6	We will collect as many materials for recycling as we can and explain to you what happens to them.	WRAP 1. <a href="#">Plastic bottle kerbside collection guide</a> 2. <a href="#">Food waste collection guidance</a> 3. <a href="#">Collecting foil and aerosols</a> 4. <a href="#">Choosing and improving your glass collection service</a>			WRAP 1. <a href="#">What happens to your recycling?</a>  Dorset Waste Partnership 1. <a href="#">Where does my recycling go?</a>  Shropshire Council 1. <a href="#">Where does my recycling go?</a>  Rother District Council 1. <a href="#">Where does my waste and recycling go?</a>
7	We will explain clearly what our service rules are and the reasons for them.	WRAP 1. <a href="#">Improving recycling through effective communications</a>		WIN 1. <a href="#">Exeter City Council: Lessons learned in enforcement and education</a>	
8	We will tell you in good time if we have to make changes to your services, even temporarily.	WRAP 1. <a href="#">Improving recycling through effective communications</a>		WIN 1. <a href="#">Minimising service disruptions during bank holidays</a> 2. <a href="#">Lichfield District Council - bin alerts</a>	
9	We respond to complaints we receive about our services.		Local Government Ombudsman 1. <a href="#">Good complaint handling: Identifying and processing complaints</a>		Cornwall Council 1. <a href="#">Listening and learning: comments, compliments and complaints</a>
10	We will tell all our residents about this commitment to collecting waste.	WRAP 1. <a href="#">Improving recycling through effective communications</a>	WRAP 1. <a href="#">Communications planning and design</a>		Reigate and Banstead Borough Council 1. <a href="#">Waste Collection Commitment</a>  Southend on Sea Borough Council 1. <a href="#">Waste Collection Commitment</a>  Cornwall Council 1. <a href="#">Waste Collection Commitment</a>

