



Frequently Asked Questions.

Kerbside Collections

Frequently Asked Questions (FAQs)

We have developed a series of generic FAQs which can be used as required. Please check these carefully and tailor them as necessary to your support your Podback service prior to publishing.

Kerbside collections	
1. How do I recycle my pods at home?	<p>Sign up at Podback and order your free recycling bags. As part of this process, you will be asked to create an online Podback account. This will allow you to reorder more free bags when needed.</p> <p>Podback will send you two rolls of bags (13 bags per roll, typically six months' supply) for recycling your aluminium OR plastic coffee pods along with an instructional leaflet. If you use NESCAFÉ Dolce Gusto pods, you will also receive a storage caddy as these pods tend to hold more liquid. The caddy enables excess liquid to drain more easily and help users to store pods between collections.</p> <p>There are two different bags, white for aluminium and green for plastic. Aluminium and plastic pods MUST be kept separate so they can be sent to the correct reprocessing facility.</p> <p>Fill your bag as instructed. Place the bag(s) on the lid of your recycling box by 7am on your normal collection day.</p> <p>Yes. If you live in a block of flats with a communal bin collection, you can use the Podback Drop Off service, provided by Yodel. To find out more, and how to get your free recycling bags for this service, please visit the Podback website.</p>
2. Where and when should I put my bag out for collection?	<p>Fill your bag as instructed. Place the bag(s) on the lid of your recycling box by 7am on your normal collection day.</p>
3. What happens if I have an assisted collection?	<p>If you have an assisted collection, pods will be collected from your agreed recycling collection point.</p>
4. How many Podback bags can I get collected?	<p>We can collect as many full bags as you have. Fill your bags up to the dotted line.</p> <p>Fill your bag as instructed. Place the bag(s) on the lid of your recycling box by 7am on your normal collection day.</p> <p>If you run out of bags, you can reorder by logging into your account on the Podback website</p>


<p>5. What types of pods are accepted at the kerbside?</p>	<p>All aluminium and plastic pods from participating brands can be recycled with Podback:</p> <p>Aluminium pods</p> <ul style="list-style-type: none"> • 200 Degrees • Aldi Specially Selected • Allpress Espresso • Artisan Coffee Co • Colonna Coffee • Cru Kafe • Illy Caffè • Kahwati Coffee • Little's • Morning • Neighbourhood Coffee Roasters • Nespresso • Pret a Manger • Roastworks Coffee • Rokit Health • Starbucks by Nespresso <p>Plastic pods</p> <ul style="list-style-type: none"> • ALCAFE (Aldi) • Difference Coffee Co • L'OR • NESCAFÉ Dolce Gusto • Starbucks by NESCAFÉ Dolce Gusto • Tassimo <p>All these brands are accepted and can be recycled through the Podback programme. This includes coffee, hot chocolate and tea pods.</p> <p>You can find out more on the Podback website</p>
<p>6. Can I recycle hot chocolate and tea drinks pods?</p>	<p>Yes, you can recycle any type of pods from these brands, including hot chocolate and tea pods:</p> <ul style="list-style-type: none"> • Nespresso • NESCAFÉ Dolce Gusto • Tassimo • 200 Degrees • ALCAFE (Aldi) • Aldi Specially selected • Allpress Espresso • Artisan Coffee Co • Colonna Coffee • Cru Kafe • Difference Coffee Co • Illy Caffè • Kahwati Coffee • L'OR • Little's • Morning • Neighbourhood Coffee Roasters • Ocado

	<ul style="list-style-type: none"> • Pret a Manger • Roastworks Coffee • Rokit Health • Starbucks by NESCAFÉ Dolce Gusto • Starbucks by Nespresso
<p>7. Can I use any type of bag to return my used pods at the kerbside?</p>	<p>No. To take part in the Podback kerbside recycling service you must use the recycling bags provided for free by Podback.</p> <p>The Podback bags help Gloucester City's recycling crews identify the bags easily. It also helps them to be sorted for reprocessing more effectively.</p> <p>It's easy to sign up and order kerbside bags from the Podback website</p>
<p>8. I have received a Podback 'wrong bag' sticker, what do I do?</p>	<p>Please take the bag back inside your property. You will need to sign up for the Podback service to order Podback recycling bags. The service is free. Podback will send you two rolls of bags for recycling your aluminium OR plastic coffee pods along with instructions. There are 13 recycling bags per roll, typically six months' supply.</p> <p>There are two different bags, white for aluminium and green for plastic pods. The different coloured bags make it easy for the collection team to identify the types of pods and put them in the correct container at the depot ready for reprocessing.</p> <p>Once received, fill your bags and follow the instructions.</p>
<p>9. Can I put aluminium and plastic pods in the same bag?</p>	<p>No, the different types of pods must be kept separate so they can be sent to the correct reprocessing facility. There are two different bags, white for aluminium pods and green for plastic pods.</p> <p>If you use aluminium and plastic pods, you can request both types of bags when you create your online Podback account. If you change the type of pod you use, you will be able to update this on your account. Please note, you will need to wait 24 hours after initially creating your account before updating your pod preferences.</p>
<p>10. Can I include the packaging my pods came in inside the collection bags?</p>	<p>No, please do not place the packaging your pods came in inside the collection bags. Check how to recycle these items locally</p>
<p>11. Do I need to remove the used coffee grounds before putting them into the collection bag?</p>	<p>No, you can put the whole pod straight into the recycling bag. The coffee grounds are removed from the pods as part of the recycling process. The coffee is then treated by anaerobic digestion which creates renewable energy (biogas) and soil improver.</p> <p>Please drain any remaining liquid from your used pods before putting them in your recycling bag.</p>

	<p>Top tips for used coffee grounds that may be left over in your machine:</p> <ul style="list-style-type: none"> • Pop your spent coffee grounds in a little pot and place in your fridge to help capture all those unwelcome odours and smells. • Feed hungry plants by either adding to your compost heap or placing on top of the soil, which helps keep those pesky little slugs, snails and ants at bay.
Missed collections	
12. My bags haven't been collected. How do I arrange for a missed pod collection?	<p>If your pods have not been collected, please take them back inside your property and put out again on your next scheduled collection. If you have had multiple missed collections, please let us know by contacting Gloucester City Council on 01452 396396 or by emailing heretohelp@gloucester.gov.uk</p> <p>Please make sure your bags only contain coffee pods and are not filled with liquids. It may be that the crew had to leave the bags as they contained the wrong materials. If the bags do contain the wrong materials or lots of liquid, please remove these before putting them out for collection.</p>
Flat collections	
13. I live in a flat with communal bins, can I still take part in the scheme?	<p>Yes. If you live in a block of flats with a communal bin collection, you can use the Podback Drop Off service, provided by Yodel. To find out more, and how to get your free recycling bags for this service, please visit the Podback website.</p>
14. I live in a property which uses shared bins. Can I still participate?	<p>Yes. If you live in a property which uses shared bins and cannot access a kerbside service, you can use the Podback Drop Off service, provided by Yodel. To find out more, and how to get your free recycling bags for this service, please visit the Podback website.</p>
Household Waste and Recycling Centres	
15. Can I take my own pods to the Household Waste and Recycling Centres?	<p>No, please do not take your pods to the Household Waste and Recycling centres. You can only recycle your coffee pods through our kerbside collection service. You can sign up to this free service at the Podback website</p>
Podback kerbside bags	
16. How do I order free Podback kerbside recycling bags?	<p>You will need to sign up for the Podback service to order Podback bags. The service is free. Podback will send you two rolls of bags for recycling your aluminium OR plastic coffee pods along with instructions.</p> <p>If you use NESCAFÉ Dolce Gusto pods, you will also be offered a storage caddy when you first create your online account.</p>

<p>17. How many bags will I receive?</p>	<p>When you first sign for the kerbside recycling service you will be sent two rolls of bags. There are 13 recycling bags per roll. This is typically sufficient to last a household for six months.</p> <p>When you need more bags, you order them directly through your online Podback account.</p>
<p>18. How long will it take for the recycling bags to arrive?</p>	<p>Bags are sent by Royal Mail and should arrive within 7 - 10 working days.</p> <p>Once you have your bags, you can start using them straight away. Fill your bag as instructed. Place the bag(s) on the lid of your recycling box by 7am on your normal collection day.</p>
<p>19. I have finished my supply of kerbside collection bags; how can I get more?</p>	<p>Please visit the Podback website, where you can reorder more free bags through your online account when needed.</p>
<p>20. How many used pods will fit into the recycling bags?</p>	<p>The number of pods will depend on the brand of pods you use. Follow the instructions on the bag and fill it to the dotted line, and please make sure you've drained any liquid.</p>
<p>21. Why do I need to tell you what pods I use?</p>	<p>Pod manufacturers make pods from both aluminium and plastic. As these are sent to different recycling facilities it is important that they are collected separately using the correct Podback kerbside bags.</p> <p>If you use aluminium and plastic pods, you can request both types of bags when you create your online Podback account. If you change the type of pod you use, you will be able to update this on your account. Please note, you will need to wait 24 hours after initially creating your account before updating your pod preferences.</p>
<p>22. What brand of pods are included as part of Podback?</p>	<p>The following brands are members of Podback:</p> <ul style="list-style-type: none"> • Nespresso • NESCAFÉ Dolce Gusto • Tassimo • 200 Degrees • ALCAFE (Aldi) • Aldi Specially Selected • Allpress Espresso • Artisan Coffee Co • Colonna Coffee • Cru Kafe • Difference Coffee Co • Illy Caffè • Kahwati Coffee • L'OR • Little's • Morning • Neighbourhood Coffee Roasters • Ocado • Pret a Manger

	<ul style="list-style-type: none"> • Roastworks Coffee • Rokit Health • Starbucks by NESCAFÉ Dolce Gusto • Starbucks by Nespresso <p>Together these brands represent over 80% of the UK market. Podback's ambition is to expand the programme to include all coffee pod brands using plastic or aluminium pods in the UK.</p> <p>If your brand is not currently a member, why not contact them and suggest they get involved?</p>
<p>23. Why do I need a caddy for the NESCAFÉ Dolce Gusto pods?</p>	<p>These pods tend to hold more liquid. The caddy enables excess liquid to drain more easily and help users to store pods between collections.</p> <p>Full instructions on how to use you caddy are provided when you create your online Podback account.</p> <p>Simply transfer the pods to the Podback kerbside recycling bag when they are ready for collection.</p>
<p>24. Will you replace my NESCAFÉ Dolce Gusto caddy if it's broken?</p>	<p>Yes. Please contact Podback directly and they will arrange to send you a replacement caddy.</p>
<p>25. Why are there different ways to return your coffee pods for recycling?</p>	<p>We know that the most convenient way for people to recycle is by using their local authority recycling service, and Podback's priority is to work with councils across the UK to enable them to collect pods alongside other materials.</p> <p>Podback is working with Gloucester City Council to facilitate kerbside collections of pods, as part of their household waste and recycling services.</p> <p>Kerbside collections</p> <p>To use the free kerbside collection service, you need to sign up and order Podback recycling bags from the Podback website. Please do not use any other types of bags for this collection although Podback drop off bags will be accepted as a one-off.</p> <div data-bbox="1007 1547 1412 1843" data-label="Image"> <p>The image contains two side-by-side photographs of hands holding Podback recycling bags. The left photograph shows a white bag with a green 'A' logo and the text '0% ALUMINIUM 20% FREE PODS'. The right photograph shows a teal bag with a white 'P' logo and the text '100% PLASTIC 0% FREE PODS'.</p> </div>

	<p>Drop off</p> <p>If you buy a new machine this may contain a Podback bag. This has been designed for the drop off service, available through Yodel. Gloucester City Council will accept this drop off bag on their kerbside collection as a one-off; but we ask you to sign up for the free service and you will then receive a supply of bags for recycling your pods through this service in the future.</p>  <p>Alternatively, you could give the drop off bag to a friend or family member who isn't able to use a kerbside recycling service!</p> <p>Please remember</p> <p>Aluminium (white) and plastic (green) coffee pod bags need to be kept separate as they are reprocessed at different facilities. The different coloured bags make it easy for the collection team to identify the types of pods and put them in the correct container at the depot ready for reprocessing.</p> <p>The bags have been designed so that you can tie them easily to contain the pods.</p> <p>Fill your bag as instructed. Place the bag(s) on the lid of your recycling box by 7am on your normal collection day.</p> <p>If you live in a block of flats with a communal bin collection, you can use the Podback Drop Off service, provided by Yodel. To find out more, and how to get your free recycling bags for this service, please visit the Podback website.</p>
<p>What happens to coffee pods once collected?</p>	
<p>26. What happens to my used pods?</p>	<p>After collection, the coffee pods are taken to specialist reprocessing plants in the UK. They are shredded to remove the coffee grounds. The plastic and aluminium are then transformed into new products, including beverage cans, car components, building products or plastic garden furniture. The coffee grounds are processed by anaerobic digestion, which creates renewable energy (biogas) and soil improver.</p> <p>Watch our animation to show what happens to your pods</p>

27. Where will the pods be processed and recycled?	<p>The recycling process takes place in the UK, so your pod doesn't have to travel far before it's transformed into something new. Aluminium pods are reprocessed at Tandom Metallurgical Group Ltd. in Congleton, near Stoke-on-Trent. Plastic pods are reprocessed by Bright Green Plastics in West Yorkshire.</p> <p>Watch our live video to show how your pods are processed</p>
Funding	
28. Who pays for the Podback recycling service?	<p>Podback is a not-for-profit service, funded by the coffee pod brands. All funding for the new coffee pod collection service is provided by Podback. It is an excellent way for us to expand our recycling service at no additional cost to residents.</p>
Environmental impact	
29. Are the bags recycled as part of the recycling process?	<p>The recycling bags supplied by Podback for kerbside recycling are made of recycled material and are fully recyclable. They are baled by the reprocessor and sent to a facility in East Yorkshire which specialises in recycling flexible plastics, such as food wrappers and films. The facility produces plastic pellets which are used in a wide range of manufacturing industries.</p>
30. What's is the carbon impact of the Podback scheme?	<p>The carbon footprint of the service is very important to us. We are working with Podback and partners to make sure the service is as efficient as possible.</p> <p>Coffee pods have traditionally been difficult to recycle through existing collection services due to their size, weight and wet coffee grounds. The Podback service helps us divert coffee grounds and valuable resources from landfill or Energy from Waste.</p>
Cancelling the service	
31. What do I do if I no longer require the Podback service?	<p>You can cancel the Podback service through your online account.</p>

More frequently asked questions are also available on the [Podback website](#).