



Household Recycling Centre Refurbishment Programme

Briefing Pack

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Introduction

The current contract for the management of Wiltshire's household recycling centres with Hills Waste Solutions ends in October 2017.

The council invited tenders for this service to ensure best value for Wiltshire residents. Following this tender exercise the council awarded a contract to FCC Environment for the management of nine household recycling centres which are owned by the council. Hills Waste Solutions currently own and operate Purton and Lower Compton household recycling centres under contract to the council and will continue to do so.

The transfer of the nine council-owned recycling centres to FCC Environment will take place on **2 October 2017**.

FCC Environment and the council then plan to carry out a phased programme of site improvements during October, November and December. Each site will be closed for between one and two weeks to allow for these improvement works to take place.

The closure programme aims to ensure that disruption to residents is kept to a minimum. Works are expected to be completed by the end of the year.

This briefing pack details when each of the household recycling sites will be closed for refurbishment and what changes residents should expect to see on the sites once they re-open.

There are also a number of frequently asked question responses which have been prepared. An online version of these will be continually updated throughout the refurbishment programme.

Refurbishment Programme and Closure Dates

FCC Environment start managing the operation of the recycling centres on **2 October 2017**. Between October and December 2017 all Wiltshire Council owned household recycling centres (all sites apart from Purton and Lower Compton) will be closed for between one and two weeks in order for the sites to be refurbished and completely transferred to FCC Environment.

The refurbishment programme and closure dates are shown in the table below. This programme is being undertaken at the quietest time of year for the sites and aims to ensure that residents have access to another site locally therefore reducing the disruption as much as possible.

Apart from during the closure period for refurbishment, all sites will be operating the normal opening days and hours. We will therefore be actively encouraging residents to check the website to see which local sites are available before they travel.

	Postcode	Closed from	Reopens on	Normal closure days
Marlborough	SN8 4AN	2/10/2017	12/10/2017	Tuesdays and Wednesdays
Warminster	BA12 8PE	11/10/2017	20/10/2017	Wednesdays and Thursdays
Everleigh	SN9 5HN	23/10/2017	28/10/2017	Wednesdays and Thursdays
Melksham	SN12 6QT	30/10/2017	11/11/2017	Tuesdays and Wednesdays
Salisbury	SP2 7NP	9/11/2017	18/11/2017	Thursdays and Fridays
Trowbridge	BA14 8RL	13/11/2017	26/11/2017	Thursdays and Fridays
Amesbury	SP4 7RX	21/11/2017	1/12/2017	Tuesdays and Wednesdays
Devizes	SN10 2EU	29/11/2017	9/12/2017	Thursdays and Fridays
Stanton St Quintin	SN14 6BD	4/12/2017	18/12/2017	Thursdays and Fridays
Purton	SN5 4HG	Remains open	Remains open	Tuesdays and Wednesdays
Lower Compton	SN11 8RB	Remains open	Remains open	Wednesdays and Thursdays

Site Layout Changes

Household recycling centres can be operated in a number of different ways, with different methods for compacting materials. The change in contractor has allowed the council and FCC to review the current site layouts to make improvements where they are possible.

Where possible, we are making improvements to the traffic management in and out of the sites to help reduce the queuing issues that occur at some of the sites.

The sites will have their white lining repainted and new containers will be placed on the sites. The site signage and staff uniforms will be updated.

The council has also been working with FCC Environment to prioritise reuse from the sites therefore there will be some increase in options to donate reusable items, including tools, haberdashery, and bikes. There will be further increases in reuse options from summer 2018.

FCC operates a number of contracts across the country using different methods for compacting materials. They have concluded that a mobile compaction unit (similar to a JCB) which can be used to compact materials in most skips will be the best option for Wiltshire's recycling centres to be managed by them.

This will mean that all skips will need to be accessed by steps. Site staff will be available to help any residents who find climbing the steps a challenge. However we would encourage residents to try to bring someone to help them if possible if they have large items or a lot of recycling to get rid of, especially at times when the sites are particularly busy.

The new mobile compaction machinery will mean that sites should not have to close during the working day in order to have full containers exchanged for empty ones. This machinery will stay within designated operating areas when sites are open to the public, so will not present a hazard to residents.

Communications

The council will be communicating the closure dates and refurbishment plans using the communication actions outlined below.

Date	Action	Details
4 September 2017	Banners for nine HRCs	Many people use HRCs infrequently therefore closure dates for each site need to be advertised as early as possible.
4 September 2017	Large posters for A-boards at HRCs	A1 posters for A-boards – simple message for relevant closure dates.
4 September 2017	A4/A3 laminated paper posters	Waterproof/laminated paper posters advising 'This site will be closed from X until Y' to be placed on the more popular skips at all sites. This will ensure more people see the message.
4 September 2017	Flyers at nine HRCs	Flyer (same as posters) providing the closure dates for all sites to be made available on sites.
While sites are closed (2 October onwards)	Large posters for A-boards at HRCs	A1 posters for A-boards – simple message saying 'This site is currently closed for refurbishment' to be displayed in front of the main gates while closed.
1 September 2017	Website	Update the HRC section on our website to give more information in an easier-to-navigate way. To be updated by September 2017. This will include: <ul style="list-style-type: none"> • The closure schedule • Information about the closest alternative sites • Downloadable future site plans in order for residents to see the benefits of the refurbishment • FAQs
4 September – 12 October	Area board chairman's announcement	Brief elected members, town and parish councillors and members of the public, about the upcoming change that will happen to their local HRC. Officers will be present before the meeting to display the site layout and answer any questions.
October and November 2017	Social media	Frequent scheduled updates to be promoted on the council's Twitter and Facebook feeds giving information regarding the closed sites from October 2017.
September 2017	Town and parish council updates	Contact town and parish councils to make them aware of the closure dates of nearby HRCs so that they can inform the local residents

Frequently Asked Questions

What are the key changes I will see on site?

Where possible, we are making improvements to the site layouts to improve traffic movements in and out of the sites.

There will be new mobile compaction machinery on each site which will mean that sites should not have to close during the working day in order to have containers exchanged for empty ones. This machinery will stay within designated operating areas when sites are open to the public.

The sites will have their white lining repainted and new containers will be provided.

The site signage and staff uniforms will be updated.

There will be some increase in options to donate reusable items, including tools, haberdashery, and bikes.

Why are you changing who runs the sites?

The current contract for Wiltshire's household recycling centres with Hills Waste Solutions ends in October 2017. The council invited tenders for this service to ensure it provides best value for money. FCC were awarded the contract to manage nine household recycling centres which are owned by the council. Hills Waste Solutions currently own and operate Purton and Lower Compton household recycling centres under contract to the council and will continue to do so.

Who will the contractor be?

From 2 October 2017, the contractor for management of the nine council-owned household recycling centres will be FCC Environment.

When will the contract start?

FCC formally take over the responsibility for managing the sites from 2 October 2017. Initially the sites will look the same until after the refurbishment work has been completed.

Are staff going to keep their jobs?

Yes – staff currently employed by Hills Waste Solutions to work at the household recycling centres will be transferred to FCC Environment.

Will the new site layouts improve the queueing issues?

Where possible, we are making improvements to the site layouts to improve traffic movements in and out of the sites. This has not been possible at all sites due to space constraints.

Why are Purton and Lower Compton not closing?

FCC were awarded the contract to manage nine household recycling centres which are owned by the council. Hills Waste Solutions currently own and operate Purton and Lower Compton household recycling centres under contract to the council and will continue to do so.

This means that we do not need to close these sites in order to swap equipment and make changes to layouts.

Why will there be steps on every skip?

Household recycling centres can be operated in a number of different ways, with different methods used to compact materials placed in the skips. FCC operates a number of different contracts across the country using different methods of compaction. They have concluded that a mobile compaction unit (similar to a JCB) which can be used to compact materials in most skips will be the best option for Wiltshire's recycling centres. This will mean that all skips will need to be accessed by steps. Site staff will be available to help anyone who has difficulty climbing the steps. However we would encourage residents to try to bring someone to help them if possible if they have large items or a lot of recycling to get rid of, especially at times when the sites are particularly busy.

Can I take reusable items to sites?

If you have items that you think are reusable, please do not take these to the household recycling centres. Instead visit our Large Item Reuse and Collection page for reuse options in Wiltshire. Alternatively, you can take other items to your local reuse charity or charity shop.

Can I still take the same items to the sites?

Yes

Contact details

If you would like any further information about the refurbishment plan or have any questions please contact us on:

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