



Northamptonshire County Council

Northamptonshire Household Waste Recycling Centre Contract – changes to the service

Bulletin No.1 – 11th March 2010

Service commencement date: 1st April 2010
Contract length: 15 years
Operation contractor: Enterprise Managed Services Ltd

To: Boroughs, Districts & Parish Councils of Northamptonshire
From: Wade Siddiqui, Head of Waste Management (Acting), 01604 237440

This document has been created to ensure that all Boroughs, Districts and Parish Councils are made aware of the changes to the service at Northamptonshire County Council's (NCC) ten Household Waste Recycling Centres (HWRCs).

Further information will be issued in future bulletins as and when necessary.

As you may be aware, a new contract governing the running of the county's HWRCs will commence on 1st April 2010 and will assist the County Council to tackle the environmental and legislative challenges it faces now and in the future.

The new contract will ensure the service continually develops over the next 15 years and ensure that customer satisfaction, recycling performance and landfill diversion, as well as dealing with population growth, remain our key priorities for the service.

Below is a list of changes to each site. The majority of changes to the service will occur during the week commencing 21st June 2010.



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Date of changes	Wollaston	Wellingb'gh	Towcester	Sixfields	Rushden	Kettering	Ecton	Daventry	Corby	Brixworth	Recycling Centre
1st April onwards	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Meet and greet service (*1)
Will apply week commencing 21 st June 2010	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Extended opening hours (*2)
	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Open 5 days per week (*3)
	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Open 7 days per week
	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Trade Waste (subject to planning)
	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Off centre reuse shop(*4)
	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Recycling only (*5)

*see notes below



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Changes taking place on 1st April 2010

*1 - Meet and greet service is an appointed person on site who will direct, advise and inform customers upon arrival

Changes taking place week commencing 21st June 2010

*2 – Opening hours: There will be longer opening hours in the summer (April - Sept) 8am to 8pm (12 hours) and longer winter times (Oct-Mar) 8am-6pm (10 hours)

*3 – Open 5 days per week: These arrangements are based on information relating to customer demand at the centres. The result is that there will be full coverage on weekends and the days either side, however, on the days where there is significantly less demand at certain sites there is an opportunity for the County Council to reduce costs by providing a compressed service. The sites that offer a compressed service will be partnered with a nearby site that is open 7 days a week. Please note that the overall number of hours that the centres are open will not be reduced.

*4 – Off-centre reuse shops: The shops will be dedicated to the selling of reuse items which have originated from the HWRCs where members of the public can browse at their leisure. This will also in turn free up more space at the HWRCs to allow for a wider range of recyclables to be provided. Please note that members of the public will still be able to drop off their items for reuse at the HWRCs but the actual sale of the items will occur at the new off-centre shops. The shops will be run by charities or small business owners at various locations within the county however the number of shops and their locations have yet to be determined but they will be within 5 miles of a recycling centre. The shops could be located in unoccupied shops within town centres which provide added benefits or perhaps on industrial estates or retail parks but we will know more once the licensees have been appointed in due course.

*5 – Recycling only: Wollaston HWRC will become the Council's first waste-free recycling centre with an emphasis on reuse, recycling, composting and wood recovery. No waste will be going to landfill and therefore black bag waste and non-recyclable waste will not be accepted at the Wollaston HWRC.

Other changes to the service are as follows:

- Increased emphasis on diversion of waste from landfill.
- More materials such as household batteries will be recycled under the new contract; our waste wood is now being used as a feedstock for a renewable energy plant and the plasterboard which is deposited at the HWRCs is also being diverted from landfill and is now being recycled.
- The centre layouts will be revised and enhanced within the first year of the contract to encourage customers to reuse, recycle and compost.

- Re-development of the centres will be undertaken over the next few years to address population growth; this will include general infrastructure changes at centres and the upgrading of four single level centres to split level along with the addition of multi-lane off-loading.
- Finally, the current Kettering HWRC facility at Cunliffe Drive will shortly be replaced with a brand new centre at Garrard Way on the Telford Way Industrial Estate in Kettering. Construction has commenced and the new centre will be open in July this year.

With regards to potential increase in fly-tipping as a result of the changes, we are currently working with our new contractor, Enterprise Managed Services Ltd, to create a communications plan to ensure that the residents of Northamptonshire are made aware of the changes to the service. This will include conducting a comprehensive public awareness drive using local media (newspapers and other publications) and a signage and leaflet campaign at the HWRCs. We also have a fly-tipping officer who will assist the contractor with their obligations in reducing any potential fly-tipping.

I hope this document has given you information that will assist you in dealing with any enquiries however if you feel that further information is required please do not hesitate to contact me.
