

Trial of commercial waste in to Lowestoft Waste Transfer Station

Questions and Answers

Q1: What is happening during the trial?

A1: Between 16 July and 8 September 2018, trade and commercial customers will not be permitted to enter the public Recycling Centre at Hadenham Road, Lowestoft. Instead, trade customers will be directed next door to the Waste Transfer Station by a member of staff where a dedicated recycling area has been set up to accept paying customers. The waste streams and charging scheme have been modified to better reflect the composition of the average trade load. Trade customers at Lowestoft will benefit from a dedicated service with longer opening hours during the trial, and it is hoped that the public Recycling Centre will benefit as the customers with trade vehicles will be dealt with away from the centre. Trade customers are encouraged to book a visiting time in advance to ensure an efficient visit, but can also turn up on the day with correct paperwork. See www.suffolkrecycling.org.uk for more details.

Q2: Why is the trial only happening at Lowestoft?

A2: The trial is only taking place at one location to gather feedback about how the scheme could work. Lowestoft is a facility which has experienced particularly high demand from trade customers which can sometimes put pressure on the public Recycling Centre. Lowestoft Recycling Centre is unique in Suffolk because it has a Waste Transfer Station located next door which is able to accept the trade customers.

Q3: Why won't traders be able to use the Recycling Centre?

A3: Traffic queues at Lowestoft Recycling Centre can be made worse by large van loads that can take up to 1 hour to unload. The Recycling Centre service is predominantly a service for householders, not trade.

Q4: Why have the hours changed?

A4: As part of the trial we are trying to provide opening hours that may better suit the majority of our trade customers and are in line with Waste Transfer Station at Lowestoft, which has different permitted hours of operation to the public Recycling Centre.

Q5: What can a trader recycle?

A5: Wood, green waste and hardcore/rubble can be accepted for recycling. These three materials make up 75% of all trade waste at Lowestoft. All other waste will go to the Suffolk Energy from Waste (EfW) plant for energy recovery. Individual items that are unsuitable for the EfW, such as electrical items, batteries etc will also be removed and sent for recycling.

Q6: Why can't a trader recycle everything they can at the Recycling Centre?

A6: There is insufficient space in the transfer station to separate all the different materials currently recycled at the Recycling Centre. Site staff will try to separate as many items for recycling as possible.

Q7: What will happen after the trial?

A7: The trial only has permission to operate for 8 weeks. Whilst the results of the trial are collated and analysed trade waste will revert back to using the Recycling Centre until a decision is made for a long term solution.

Q8: Have the prices changed?

A8: Prices for green waste, wood, hardcore/rubble and residual waste are the same as the current system used across all 11 Suffolk Recycling Centres. The charging category for "pre-sorted recyclables" is not applicable to this trial.

Q9: Why do traders need to register with the Environment Agency?

A9: It is a legal requirement for all carriers of waste to register with the Environment Agency, unless it is waste from their own home. If traders are carrying waste from their own business, such as a shopkeeper carrying cardboard packaging from their shop, then registration as a Lower Tier carrier is free and lasts indefinitely.

If a trader is carrying waste for others e.g. a van doing house clearances, a gardener cutting customers hedges and lawns, a builder disposing of rubble, a plumber disposing of an old bathroom suite, then they need to register as an Upper Tier carrier. There is a small charge for this and it must be renewed every 3 years. Further details should be sought from the Environment Agency.

www.gov.uk/waste-carrier-or-broker-registration

Q10: What paperwork does a trader need?

A10: Everyone, including traders, have a duty of care for their waste. Businesses must have an auditable paper trail so that a business can prove that its waste has been a) pre-treated by recycling and b) waste has been disposed of legally. FCC will supply a waste transfer note which provides this auditable trail and must be kept for 2 years.

Q11: Why do traders have to wear a tag, hi-viz and hard hat?

A11: In the Transfer Station environment there are many HGV and mobile plant movements so to improve the visibility of any pedestrians anyone entering the Transfer Station building or yard must wear hi-viz and hard hat. For those customers who do not already have a hi-vis vest and safety hat, these items will be provided at the entrance to the Transfer Station upon arrival at the weighbridge.

The mobile plant at the Transfer Station are fitted with proximity warning systems that detect anyone wearing a tag who is within 5 metres of the machine and sounds an alarm in the cab to alert the driver. It is a requirement that every person entering the Transfer Station is wearing a tag on their person. Tags will be tested and issued from the Weighbridge each time a person enters the Transfer Station and must be returned to the Weighbridge on exit.

Q12: Why can't traders pay in cash?

A12: Paying by card is a much more secure system and reduces the risk to FCC of handling large amounts of cash on site. All 11 of Suffolk's Recycling Centres also operate a card only payment system.

Q13: How do I give feedback or comments about the trial?

A13: Please email waste.management@suffolk.gov.uk or collect a feedback form from the site. Your feedback is very important to help determine results of the trial.

Q14: How can I book a visit to dispose of trade waste at Lowestoft transfer station?

A14: Please call the Lowestoft Transfer Station weighbridge office operated by FCC Environment during the opening hours Mon-Fri 07:00 – 17:00 or Sat 07:00 – 12:00 on 01502 508777.