Community recycling centre opening hour changes – 1 April 2019

Please remember that as of Monday 1 April 2019, changes are being made to the opening hours of our community recycling centres across the Scottish Borders.

The changes aim to ensure the service better meets the needs of the public and is more sustainable for the Council. The review’s proposals were approved as part of last year’s budget (2018/19).

Main changes (full details on page two)

- The service will aim to better meet the demands of residents, with all community recycling centres remaining open for periods of peak demand such as weekends and later during the summer, and shorter in the winter when there is less demand
- It will also mean five recycling centres will be closed for one weekday and two centres for two weekdays, per week.
- The new opening hours will see a number of posts created, with overtime significantly reduced

Data and research

The changes are based on the evidence gathered during the community recycling centre review which included:

- A public survey which received over 1,400 responses
- Analysis of site traffic data
- Local authority benchmarking

Key findings included

Public survey
- 62% of respondents said they would manage if all recycling centres were open less often (for example four days per week, including weekends);
- 46% said they would use a recycling centre if open later between 5pm to 7pm in the summer on a week day

Site traffic data
- 45% higher usage of community recycling centres in summer months than winter
- User figures for weekends is 11% higher per day than weekdays

Local authority benchmarking
- The location and number of sites are within recommended guidelines;
- Staffing levels are generally in line with benchmarked authorities;
- Benchmarked local authorities seem to be less reliant on staff overtime;
Changes to the service

The Council currently operates seven community recycling centres distributed throughout the Borders, with the following operating hours:

<table>
<thead>
<tr>
<th>Site</th>
<th>Weekday</th>
<th>Weekend</th>
</tr>
</thead>
<tbody>
<tr>
<td>All sites except Selkirk</td>
<td>9am to 5pm</td>
<td>9am to 4pm</td>
</tr>
<tr>
<td>Selkirk</td>
<td>10am to 6pm</td>
<td>11am to 6pm</td>
</tr>
</tbody>
</table>

Following the review’s findings, the following changes will be introduced from 1 April 2019:

- All community recycling centres will remain open at weekends, and will be open later
- All centres will be open later in summer to meet demand
- April to September weekday hours will be 10am to 6.45pm (open later in summer period) for all community recycling centres
- October to March weekday hours will be 10am to 4.45pm (shorter hours in winter period) for all community recycling centres
- All sites will shut from 1.15pm to 2pm each day in order to allow staff to receive a lunch break
- Selkirk and Eyemouth will close two weekdays per week (Monday to Friday) and all other sites will close one weekday per week (Monday to Friday)
- When your local community recycling centre is closed, the nearest alternative facility will be open
- The lunchtime and evening closure times allow for 15 minutes offloading time on-site, so if you arrived at 6.45pm then you can remain on-site offloading material until 7pm

New community recycling centre opening hours from 1 April 2019

<table>
<thead>
<tr>
<th>Season</th>
<th>Weekday (Mon to Fri)</th>
<th>Weekend (Sat &amp; Sun)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Morning</td>
<td>Evening</td>
</tr>
<tr>
<td>Summer (First Monday in April to last Sunday in September)</td>
<td>10am to 1.15pm</td>
<td>2pm to 6.45pm</td>
</tr>
<tr>
<td>Winter (First Monday in October to last Sunday in March)</td>
<td>10am to 1.15pm</td>
<td>2pm to 4.45pm</td>
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</tbody>
</table>
### Weekday Closures

<table>
<thead>
<tr>
<th>Site</th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
<th>Fri</th>
<th>Sat</th>
<th>Sun</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eshiels</td>
<td></td>
<td></td>
<td></td>
<td>CLOSED</td>
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<tr>
<td>Gala</td>
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<td>CLOSED</td>
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<tr>
<td>Selkirk</td>
<td>CLOSED</td>
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<td></td>
<td></td>
<td>CLOSED</td>
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<td>Hawick</td>
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<tr>
<td>Kelso</td>
<td>CLOSED</td>
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<td>Duns</td>
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<td>CLOSED</td>
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<tr>
<td>Eyemouth</td>
<td>CLOSED</td>
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<td>CLOSED</td>
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</tbody>
</table>

### Communications

A communications plan has delivered a number of activities to inform the public of the changes prior to introduction of the new hours, which includes:

- Social media advertising campaign through March and April
- Website has been updated to include Frequently Asked Questions at [www.scotborders.gov.uk/recyclingcentres](http://www.scotborders.gov.uk/recyclingcentres)
- Information provided to local media
- Direct email to traders affected by landfill and waste transfer station changes
- Community Council briefing notes
- Article in SBConnect magazine in March which was issued to all 57,000 households in the Borders
- Prominent temporary signage at community recycling centres being installed and permanent signage being updated
- Postcard flyers provided at community recycling centres and contact centres to give more information
- Contact centre plasma screen messages

The key message has been to inform the public of the changes, and ask them to continue to play their part and use the community recycling centres, as well as using the changes to promote the extensive services which are available for the public at each centre.

Should you have any questions please contact the waste team.