

I am writing to let you know that Norfolk County Council has made the decision to re-open Sheringham recycling centre on **Friday 22 May**. This follows the Government's updated guidance issued by Defra (Department of environment, food and rural affairs) which advised that *local authorities should seek to retain access to HWRC services for their residents to dispose of waste*.

The sites that have now reopened are Dereham, Thetford, Caister, Ketteringham, Mile Cross, King's Lynn, Mayton Wood, Hempton, plus Sheringham from 22 May.

All twenty of Norfolk's recycling centres have been closed since 25 March 2020 when the Government restricted travel outside the home to limited essential purposes. An amendment has been made to The Health Protection (Coronavirus, Restrictions) (England) Regulations 2020 to clarify that a visit to a waste or recycling centre is a reasonable excuse for a journey outside the home. This amendment has been made to clarify and allay previous concerns that a trip outside the home for this purpose was not covered by the list of reasonable excuses. This does not change the policy position with respect to social distancing and we would ask that customers plan their visits carefully.

To manage demand and help ensure safe operations the centres will offer a restricted service and:

- Require social distancing of two metres by all customers.
- Operate on a managed one in one out basis for cars.
- Only allow two adults out of a car to unload their waste.
- Assistance will not be offered to help empty cars.
- Provide for the disposal and recycling of the main waste streams including green waste, general waste and charged for DIY type construction and demolition waste.

We have included some frequently asked questions below and you will find all the latest information on the service here www.norfolk.gov.uk/recyclingupdates

If you have any questions, please contact our waste management team on waste.management@norfolk.gov.uk

Frequently Asked Questions

Why haven't we opened all sites?

Our number one priority is to protect the health and safety of our customers, staff and the wider community and we have moved workers from our smaller sites to help us deliver the best possible service in these unprecedented times.

We are grateful to our customers for only using the service if the visit is essential. Once we are confident that sites are operating smoothly under our new arrangements, we will look at opening more centres across the county.

What measures are we taking to protect the health and safety of our customers, staff and the wider community?

Social distancing of 2m and a strict cleaning regime will be in place at all sites. We have limited the number of vehicles allowed into each site at any one time, to give each vehicle enough space to safely empty their waste. We ask that residents only bring waste they can remove from their vehicle and deposit in the containers themselves, as staff will not be able to assist.

What type of waste and recycling are we accepting?

We are offering as full a service as is possible at this time. We expect that the only materials we won't be able to take are textiles, items for reuse and old-style box televisions at Mile Cross (Norwich). We will be constantly reviewing what we can accept based on whether reprocessors are able to take the waste after it is delivered to our sites.

When is the best time to visit the centre?

We expect the busiest times of day to be first thing in the morning. The sites will be open 9am-5pm, please consider a later visit.

Kind regards

Kate Murrell, Waste Reduction and Recycling Manager
Community and Environmental Services