



## Marina recycling facilities

### Communicating with customers

#### Northney Marina, Hayling Island

Northney Marina is one of 18 marinas operated by Marina Developments Ltd (MDL) in the UK. It is situated on the northern end of Hayling Island on the Chichester Harbour side. The marina was constructed around 1970 on land reclaimed from the tidal flat/ marsh. The marina has berthing afloat for 228 boats and storage ashore for another 200, a 35 ton hoist, slipway and boatyard. In addition to the harbour office there are about 40 tenant companies housed in 5 buildings on site offering a range of services including brokerage, sales and repairs. The tenancies are managed by a third party however the waste collection is organised by Northney marina for all the tenants

#### What is recycled?

As well as providing a good range of recycling facilities for berth holders and visiting yachtsmen including glass and dry recyclables, they also have a comprehensive bundled hazardous waste area incorporating waste paint, tins, waste oil, filters, batteries, domestic batteries and oily rags. For the contractors and businesses on site the metal and cardboard skips are located in visible, convenient locations. Future plans include purchasing a paint tin crusher to increase storage capacity and reduce the number of collection times.



Customer attitudes show that as household recycling becomes more prevalent there is a growing desire for boat users to recycle on board. However if the recycling facilities on shore are not easily located or not known to exist they are much more likely to dispose of rubbish in the nearest general waste bin. To overcome this problem and encourage those boat owners who are may not otherwise recycle to do so, Northney Marina are producing large, metal signs to display around the site pointing out where the different bins can be found and what can be disposed of in

them. Communicating this information to their customers is seen as key to ensuring the facilities are not only used, but used properly.

#### Re-assess your customer's needs

The Marina Manger realises that waste management is a part of the business which can undergo changes be they through legislation, customer needs and demands or waste contractor pricing and capabilities. To ensure they are still providing a

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good service to their customer's and tenants they are re-assessing their recycling needs by auditing the site to see how they can improve existing facilities, encourage customers to be more environmentally friendly and reviewing contractors and collection frequencies. This has already flagged up tyre and waste wood recycling which is being investigated and also the provision of a composting area for landscaping and possible food wastes. Regular reviews can also save money as they found out by changing their hazardous waste contractor to one about quarter the priced they were paying.



The various waste streams are collected by both private contractors and the local council. They have also identified local individuals who now collect their used batteries for free and are trying to source a similar contact who is interested in collecting the old tyres. Although the number of waste tyres produced over the course of a year would only fill one skip, by having a disposal point for them it helps keeps the site clean and encourages others to maintain a tidy marina. They have proved that investing a small amount of time researching, there is potential to save money

although it is important to ensure that any collector used provides the correct paperwork and transfer notes.

## Composting

A well landscaped marina with plenty of green space and vegetation is considered important in keeping the development sympathetic to the marina's surrounding and the enjoyment of visitors and berth holders. Before the 2008 season, a new composting area is planned to be located behind a screen in the picnic area to dispose of the waste this landscaping produces. The possibility of collecting customer's vegetable waste is also being investigated but has to overcome problems associated with collection and disposal to meet the Environment Agency's Compost Quality Protocol. This indicates how compliance may be demonstrated and points to best practice for the use of recovered product and although producers are not legally obliged to comply, if they don't the compost is considered a waste and waste regulatory controls will apply to handling, transportation and application.

## For more information

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Advice from the **Waste Directory** for all businesses [www.wastedirectory.org.uk](http://www.wastedirectory.org.uk)

The Environment Agency's Compost Quality Protocol can be found on their website [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)