

Parish and Town Council communications toolkit

Household Waste Recycling Centre booking system

For use during the public campaign

About this toolkit

A new booking system is being introduced at Lincolnshire's Household Waste Recycling Centres (HWRCs) from 7 December 2026, with residents able to make bookings from 30 November 2026.

Parish and town councils are an important part of helping us make sure residents know about the change before they next visit their local recycling centre.

This toolkit contains ready-to-use information and materials which can be shared through your website, newsletters, social media pages and other community channels.

Please help us spread the word by:

- sharing the social media posts and campaign graphics provided
- including the ready-made article in your parish or town newsletter and website
- displaying campaign posters where appropriate
- directing residents to www.lincolnshire.gov.uk/HWRCbooking for the latest information and to make a booking
- using the key facts and FAQs below to help answer straightforward questions.

Key dates

From 30 November 2026 – bookings open

Residents will be able to start booking their visits to Lincolnshire's Household Waste Recycling Centres for week commencing 7 December.

From 7 December 2026 – booking required

Residents will need to have booked a slot before visiting any Lincolnshire Household Waste Recycling Centre.

The key message

Lincolnshire's recycling centres are getting busier and, at peak times, lots of vehicles can arrive at the same time. This can lead to queues and congestion both inside sites and on the roads approaching them.

The booking system will help spread visits more evenly throughout the day, reducing pressure at the busiest times and helping traffic move through sites more smoothly.

It will also give site teams a better understanding of the number and type of vehicles expected, helping them manage the sites and waste streams more effectively and provide a safer, more consistent experience for residents.

There will be sufficient booking capacity to accommodate the number of residents currently using the sites. The difference is that visits will be spread throughout the day rather than large numbers of vehicles arriving at the same time.

A proportion of slots will also be available for same-day bookings.

Ready-to-use newsletter and website article

Booking your visit to Lincolnshire's recycling centres

A new booking system is being introduced at Lincolnshire's Household Waste Recycling Centres from 7 December 2026.

Residents will be able to make their bookings from 30 November.

The change is being introduced to help manage visits more effectively. Lincolnshire's recycling centres are getting busier and, at peak times, large numbers of vehicles can arrive together, causing queues and congestion both within the sites and on surrounding roads.

Booking will help spread visits more evenly throughout the day, making journeys more predictable and helping site teams manage the centres safely and effectively.

There will be enough booking capacity to accommodate the number of residents currently using the recycling centres – the difference is that visits will be spread across the day. A proportion of slots will also be available to book on the same day.

From 7 December, residents should make sure they have a booking before setting off for their local recycling centre.

Find out more, including how the booking system will work, at www.lincolnshire.gov.uk/HWRCbooking

Social media posts

Post 1 – advance awareness

 A change is coming to Lincolnshire's Household Waste Recycling Centres.

From 7 December, you'll need to book a slot before visiting a recycling centre in Lincolnshire.

Bookings will open from 30 November.

The new system will help spread visits throughout the day, reduce queues and congestion at busy times and help make visits safer and smoother.

Find out more  www.lincolnshire.gov.uk/HWRCbooking

Post 2 – bookings are open

 Bookings are now open for Lincolnshire's Household Waste Recycling Centres.

From 7 December, you'll need to book a slot before visiting.

There will be enough slots to accommodate the number of residents currently using the sites – booking simply helps spread those visits throughout the day.

A proportion of appointments will also be available to book on the same day.

Book your visit and find out more  www.lincolnshire.gov.uk/HWRCbooking

Post 3 – booking now required

  Heading to the recycling centre? Remember to book before you set off.

A booking system is now in place at Lincolnshire's Household Waste Recycling Centres.

Booking helps reduce queues and congestion at busy times by spreading visits more evenly throughout the day.

Book your slot  www.lincolnshire.gov.uk/HWRCbooking

Frequently asked questions

Why is a booking system being introduced?

Recycling centres are getting busier and at peak times lots of vehicles can arrive together. Booking will help spread visits throughout the day, reducing queues and congestion on surrounding roads and within the sites, while helping teams manage the centres safely and effectively.

Will there be enough appointments?

Yes. There will be sufficient booking capacity to accommodate the number of residents currently using Lincolnshire's HWRCs. Booking is about managing when people arrive, rather than reducing overall access.

Can I book on the same day?

Yes. A proportion of appointments will be available for same-day booking, subject to availability.

Why introduce booking at every site?

Introducing booking at only some centres could simply move traffic and congestion to neighbouring sites without booking. Having a consistent system across Lincolnshire helps manage demand across the whole network.

What if I don't have internet access?

You can book through the county council customer call centre.

Can businesses use the recycling centres?

No. Lincolnshire's HWRCs are provided for household waste from Lincolnshire residents. Businesses and traders must make appropriate arrangements for their commercial waste.

What about residents who live outside Lincolnshire?

The HWRC service is provided for Lincolnshire households and cannot normally be used by people living outside the county to dispose of their own household waste.

There may, however, be circumstances where someone who lives outside Lincolnshire is disposing of household waste from a property within Lincolnshire – for example, when clearing the home of a family member.

Can I visit in a van or with a trailer?

Different requirements may apply depending on the vehicle being used. Residents should check the vehicle and waste restrictions before making their booking at www.lincolnshire.gov.uk/HWRCbooking

Will this lead to more fly-tipping?

Fly-tipping is illegal and there is no justification for dumping waste. The booking system is designed to manage when residents visit, with sufficient overall capacity provided for existing household demand. Fly-tipping will continue to be monitored.

Myth busting – useful facts to share**“I won't be able to get a slot.”**

There will be sufficient booking capacity for the number of residents currently using Lincolnshire's recycling centres. Booking helps spread those visits across the day.

“I'll have to plan weeks ahead.”

You can book up to two weeks in advance, but you don't necessarily need to plan that far ahead. A proportion of appointments will also be available for same-day booking, subject to availability.

“Why can't the sites just open seven days a week?”

The issue isn't simply the number of opening days. At busy periods, lots of vehicles can arrive at the same time. Booking helps manage that demand across the day and makes better use of the available capacity.

“Why not just introduce booking at the busiest sites?”

Doing this could push additional traffic towards recycling centres without a booking system, potentially creating similar problems elsewhere. A countywide system provides a consistent approach.

“This is about stopping people using the sites.”

The system is about managing visits, not preventing them. There will be sufficient capacity for existing household demand.

Important

For the latest information, detailed eligibility or vehicle queries, or individual circumstances, please direct residents to www.lincolnshire.gov.uk/HWRCbooking rather than interpreting the rules locally.

If you notice a recurring question or concern within your community that isn't covered by the published information, please contact LCCWasteOfficers@lincolnshire.gov.uk so we can make sure it is addressed consistently.