

FAQs for Ford MRF Visits

General

1. What is a “MRF”?

A MRF is a Materials Recycling Facility. This is where all the recycling collected from your home is sorted into separate materials using state of the art technology, ready for reprocessing and manufacturing into new goods and products.

2. Where do the recyclates go?

Viridor markets and delivers these recovered quality materials both in the UK, EU and globally, wherever there is a demand and manufacturing capacity for quality recyclates.

3. Can the public visit the MRF in Ford?

You can visit the Education Centre at the MRF. All visits must be pre-booked with Viridor’s Education Officer.

Unfortunately, children under the age of 7 are **NOT** permitted to enter our site.

***Please note: Visits are for West Sussex residents only*.**

4. When are the visiting hours?

Normal office hours are Monday – Friday between 9.00am and 4.00pm.

- **Adult session** can last approximately 2 hours, depending on how many questions you have!
- **School sessions** last approximately 2.5 hours, these can be extended to incorporate lunch or a full day. Please liaise with the Education Officer to arrange this.

5. What will the visit include?

The visit includes a short presentation in the Education Centre, and then there is an opportunity for visitors to see the MRF’s state of the art technology from the Viewing Platform. Finally, there is a Q&A session for what you can and can’t put in your recycling bin at home.

6. Is it noisy and dusty in the MRF?

The MRF is a working, industrial environment. All visitors taking part in the Viewing Platform Tour will be issued with Personal Protective Equipment, including ear defenders. The MRF can be a dusty environment so dust masks are available on request.

7. What should I/we wear?

We require that visitors who are making a tour of the plant **MUST** cover their legs (trousers for men and trousers/leggings or tights for ladies). Avoid wearing loose or floaty fabrics.

All visitors **MUST** wear Good, Sturdy sensible footwear, suitable for an industrial environment. No thin soled shoes, high heels or open toed sandals/flip flops, bare skin on the feet. Closed shoes are essential (Wellies, trainers or walking shoes).

All Personal Protective Equipment will be provided before visitors enter the main MRF for the viewing platform.

8. Do I need to organise separate insurance to visit the site?

All groups are insured whilst on Viridor sites.

9. How much does it cost?

A visit to the MRF is a **FREE** resource to all West Sussex residents.

10. Are there toilet facilities?

There are separate toilets for adults and children located on the 1st floor.

11. Is there anywhere we can eat our lunch?

Our Health and Safety Policy does **NOT** permit eating in the Education Centre or outside the building because of the nature of the industry.

Upon request School groups are permitted to incorporate lunch into their visit. Lunch will take place in the Education Room, where special Health and Hygiene measure will be implemented before eating.

12. Can we bring Snacks?

Mid-morning snacks are **NOT** permitted on site, please don't not bring snacks to site.

13. Is there parking available to visitors? Can we arrive in a coach or mini-bus?

There is limited parking in front of the MRF so we would encourage car sharing.

There is NO designated parking for a coach/mini-bus. Please liaise with education Officer regarding parking.

Please refer to the Traffic Management Plans within the guidance to making a visit for specific parking instructions, please make your designated transport provider aware of these plans.

14. Is there wheelchair access?

There is wheelchair access to the Education Centre. However, access onto the Viewing Platform involves a number of stairs, therefore wheelchair users or individuals reliant on a walking stick or stability aid will be unable to take part in the Viewing Platform Tour. Those unable to take part in the Platform Tour are required to remain within the Education Centre and watch the live CCTV footage of the MRF's state of the art technology.

15. Do I need to disclose my health and accessibility requirements?

All health and accessibility requirements **MUST** be disclosed at the time of booking.

The Education Centre is based on the first floor. In the event of an individual being unable to evacuate themselves in an emergency, trained and designed personnel are assigned to visits.

On receiving this information, Personal Evacuation Plans are drawn up and you will be required to sign them on the day of your visit.

This is a legal requirement.

16. Are there First Aiders on site?

The Education Officer is a fully qualified First Aider, amongst many other members of staff who work in the MRF and its offices.

Making a booking

17. How do I book a visit?

Please email fordeducation@viridor.co.uk or call **01903 712 620**.

18. Can I reserve a date?

After initial contact with the Education Officer at Viridor, you will be able to provisionally book a date. If after 2 weeks we have received no confirmation from you then this date will be made available for other groups.

Once your booking form has been returned, your visit date will be permanent and a confirmation email will be sent.

All other documentation must be returned 4 weeks prior to your visit.

19. How can I change details of my visit (including group numbers, times etc.) or cancel my visit?

Please contact the Education Officer at Viridor.

Adult / Community Groups

20. What information am I required to disclose?

All visitors are required to disclose some personal data with Viridor.

Full names along with health and accessibility requirements **MUST** be disclosed at the time of booking for health and safety reasons

Consent can be obtained direct from a child whom is over 12 years of age.

Attendance list and Emergency Contact Details are required for fire regulations and **MUST** contain attendee's full names and the required information. This is a legal requirement.

If the required information is **NOT** disclosed, then a visit **CANNOT** be booked.

This is a dangerous environment and Viridor put you at the heart of everything we do, ensure everyone goes HomeSafe, your safety is our priority.

All personal information is dealt with, within the strict guidelines of GDPR.

21. How many adults can visit at any one time?

A minimum of **8** and a maximum of **14**.

22. We have more than 14 in our group – can we book more than one visit?

Unfortunately, due to popular demand, we can only offer **one visit per group per year** at this moment in time.

23. Do we, as an adult group, have to bring anything with us?

If you are the group organiser, please ensure that all members of your group have been issued with the Site Safety Instructions. Failure to do so will mean that they are unable to take part in the site tour. Please ensure all attendees are wearing appropriate clothing and footwear.

24. I would like to visit Ford MRF but do not belong to a group. Can individuals visit the MRF?

Viridor host a number of 'Open Sessions' annually; please email fordeducation@viridor.co.ukk to register your interest in attending the next Open Session, we shall be in touch with you, when the dates are available.

School / Youth Groups

25. What information is the school required to disclose?

The school is required to obtain consent from all pupil's parents at the start of the booking process, informing parents that some data i.e. pupils names and health and accessibility requirements will be disclosed to Viridor for health and safety reasons.

Documents will be emailed out in two stages, within these documents you will be required to give the names of all attendee. Names **MUST** be given for fire regulations.

All health and accessibility requirements **MUST** be disclosed at the time of booking your visits, attendee names **MUST** be forwarded on to the Education Officer, along with the attendee's requirements.

If you do not wish to disclose health and accessibility or give your attendee's names, then you will be unable to book a visit to the MRF.

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26. How many pupils/students can visit at any one time?

It is assumed that the average class size is 30 pupils. If you have more than this, please contact the Education Officer to discuss options and arrangements.

Please note: that due to Health & Safety the maximum number of people on the Viewing Platform at any one time is **16** this includes a supervising adult. As a result, the class may need to be divided up.

Please ensure you have the appropriate number of adults in your group to supervise the remaining children in the Education Centre. Activities for the pupils will be provided.

27. Is there a minimum number of adult supervisors per school group?

With accordance to guidelines set out by the local government, the ratio of adults-to children is as follows:

- For groups including children under the age of 8 (years 1-3) – 1 adult for every 6 children
- For groups including children over 8 but under 12 (years 4-6) – 1 adult for every 10-15 children
- For groups including youngsters aged 12 and above (year 7+) – 1 adult (including the teacher(s)/youth worker(s) employed by the authority) for every 15-20 youngsters.

28. Do we, as a school group, have to bring anything with us?

Please ensure that all adults in your group have been issued with the Site Safety Instructions and all adults/children are wearing appropriate clothing and footwear.

29. Do teachers need to plan and deliver the session?

The session at the MRF will be delivered by experienced Viridor staff. Teachers will not be required to plan and deliver the session, but will be asked to assist the group whilst in the Education Centre and on the Viewing Platform. We can tailor the session to meet specific education requirements – please contact the Education Officer at Viridor to discuss.

30. I am a teacher interested in bringing a class to visit; can I do a pre-visit first?

We would strongly recommend a pre-visit. Please contact the Education Officer as soon as possible to arrange a this. The pre-visit will allow you to discuss arrangements for the day and for you to carry out your own risk assessments.

Directions to Ford MRF

How do I get to the MRF?

Ford MRF is located on Ford Airfield (also the location for Ford Market and Car Boot) just off Ford Road. Access is from either the A259 at Climping or A27 at Arundel.

Access from A27

If travelling **west** take the 1st exit on the Arundel roundabout (signposted “Ford”). Follow the road over the Ford Station level crossing; continue until you see an aeroplane mounted on a pole on your right, this is marked as The Hunterford Estate. Turn right into this access road and then turn left towards “Ford MRF”.

If travelling **east** take the 4th exit on the Arundel roundabout (signposted “Ford”) then follow the above instructions.

Access from A259

If travelling **east** take the 1st exit on the Climping roundabout. Follow the road passed St Mary's Church and Ford Open Prison. When you see an aeroplane mounted on a pole, turn left into The Hunterford Estate and then left again to "Ford MRF".

If travelling west take the 3rd exit at the Climping roundabout, then follow the above instructions.