

Waste Management Services

Recycling Centres

Policy for the usage of Household Waste Recycling Centres



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Distribution list

This document has been distributed to:

Name	Date Report Issued	Draft or Final?
Waste Management & Climate Change Services, Staffordshire County Council		
Customer Contact Centre, Staffordshire County Council		
Relevant Members and Senior Managers, Staffordshire County Council		
HWRC Operating Contractor		



1. Introduction

Scope

This policy document relates specifically to the Household Waste Recycling Centres (“HWRCs”) in Staffordshire. The policy covers:

- The background context to the Household Waste Recycling Centres;
- The legal position and responsibilities of this public service; and
- Policies adopted by Staffordshire County Council.

This policy document should be read in conjunction with the following:

- Environmental Protection Act 1990;
- Controlled Waste Regulations 2012 (as amended by the Controlled Waste Regulations (Amendment) Regulations 2012);
- Hazardous Waste Regulations 2005 (as amended by the Hazardous Waste Regulations (Amendment) Regulations 2010);
- Waste Electrical and Electronic Equipment Regulations 2006 (as amended by the Waste Electrical and Electronic Equipment (Amendment) Regulations 2010); and
- HSE Operating civic amenity sites safely (version waste 01. 09/11).

Background

Household Waste Recycling Centres (HWRCs) play a significant role in enhancing local authority recycling services offered to the public. The significant tonnages of waste accepted and the high recycling rates achievable mean that HWRCs will continue to play an important role in waste management and recycling.

It is an efficient and effective way to provide a service to residents, particularly for items that are not collected at the kerbside or are costly to collect at the kerbside. These sites also provide residents with an alternative to kerbside collections for the responsible disposal, recycling or reuse of their household waste¹.

¹ Resource Futures c/o WRAP (2012), Review and Update of HWRC Guidance



2. Statutory basis for the provision of HWRCs

Environmental Protection Act 1990

HWRCs are now licensed under the Environmental Protection Act (“EPA”) 1990.

The relevant part of Environmental Protection Act 1990, Section 51 states that:

- (1) *It shall be the duty of each waste disposal authority to arrange—*
 - a) *for the disposal of the controlled waste collected in its area by the waste collection authorities; and*
 - b) *for places to be provided at which persons resident in its area may deposit their household waste and for the disposal of waste so deposited;*
- (2) *The arrangements made by a waste disposal authority under subsection (1)(b) above shall be such as to secure that—*
 - a) *each place is situated either within the area of the authority or so as to be reasonably accessible to persons resident in its area;*
 - b) *each place is available for the deposit of waste at all reasonable times (including at least one period on the Saturday or following day of each week except a week in which the Saturday is 25th December or 1st January);*
 - c) *each place is available for the deposit of waste free of charge by persons resident in the area; but the arrangements may restrict the availability of specified places to specified descriptions of waste.*
- (3) *A waste disposal authority may include in arrangements made under subsection (1)(b) above arrangements for the places provided for its area for the deposit of household waste free of charge by residents in its area to be available for the deposit of household or other controlled waste by other persons on such terms as to payment (if any) as the authority determines.*

What does EPA 1990 Section 51 mean?

In two-tier local authority administrations (like Staffordshire) the Waste Disposal Authority (WDA) has a duty to provide HWRC facilities. But there is no mention of the number of facilities needed save the requirement for them to be ‘reasonably accessible to persons resident in the area’. Therefore an authority may decide that one facility satisfies that duty, whereas other authorities may consider that they require more sites. It also means that not all wastes have to be accepted at all sites, for example asbestos.

HWRCs are to be provided for residents to dispose of their household waste free of charge. The sites must be reasonably accessible and available at all reasonable times. Other wastes can be also accepted (household waste from non-residents or non-householders, or non-household wastes) and it is permitted for charges to be levied for the disposal of these wastes.

The definition of household waste in the EPA 1990



The definition of household waste in section 75(5) of EPA 1990 is as follows (but is then subject to the further definition in the Controlled Waste Regulations 2012): “household waste” means waste from—

(a) domestic property, that is to say, a building or self-contained part of a building which is used wholly for the purposes of living accommodation;

(b) a caravan (as defined in section 29(1) of the Caravan Sites and Control of Development Act 1960) which usually and for the time being is situated on a caravan site (within the meaning of that Act);

(c) a residential home;

(d) premises forming part of a university or school or other educational establishment;

(e) premises forming part of a hospital or which are used to provide a care home service (as defined by section 2(3) of the Regulation of Care (Scotland) Act 2001 (asp 8)).

Controlled Waste (England and Wales) Regulations 2012

As outlined above, the Environmental Protection Act (EPA) 1990 defines household waste in Section 75(5). This definition is then further clarified in the Controlled Waste (England and Wales) Regulations 2012. It is defined within the Regulations according to its source rather than its content (see Schedule 1, Paragraph 2 of the Regulations). This can be difficult for HWRC operators because it is sometimes difficult to establish the source of (household type) waste once it has been brought to an HWRC for disposal. For example traders may try to dispose of wastes that have in fact arisen from commercial activities at HWRCs under the guise of the waste being their own household waste.

Charging householders

It is clear within the EPA 1990 that HWRCs that fulfil a WDA's duty to provide facilities for residents in their area to dispose of household waste under that legislation must do so free of charge. However, not all wastes that are disposed of at HWRCs are defined as household waste. Therefore local authorities can charge for disposal of these wastes.

Some authorities have sought to argue that, as long as a WDA has fulfilled its statutory duty to provide facilities that are reasonably accessible, available at all reasonable times and allow for household waste to be disposed free of charge, they could operate additional discretionary HWRCs outside of Section 51 of the EPA 1990 and thus charge for household waste received at these additional sites. However it should be noted that the legal position on this is not yet clearly established.

Charging to dispose of certain wastes

"Household Waste" is defined under section 75(5) EPA and under the Controlled Waste (England and Wales) Regulations 2012 (as amended). The 2012 Regulations confirm the classifications of wastes by source and by type, indicating those that are Household Waste and those that are Commercial Waste or Industrial Waste, i.e. chargeable. For example, Waste from construction or demolition works are Industrial Waste, for which a disposal charge can be levied.



Therefore, if a resident takes a large amount of Construction & Demolition Waste (C&D Waste) from their property to an HWRC, the local authority could charge the person for the deposit of this waste at the site. However, many authorities allow small quantities of C&D waste free of charge as long as it doesn't arrive at the HWRC on a regular basis. In addition, the 2012 Regulations also now define some Household Waste for which disposal is chargeable.

Charging for access to HWRCs

Section 93 of the Local Government Act 2003 allows local authorities to charge for discretionary services, so long as the authority is authorised, but not required by law, to provide the service and the person using the service has agreed to its provision. The local authority can recover the costs of providing discretionary services but it cannot make a profit from charging, i.e. the income from the charges for the services should not exceed the cost of providing them.

Some authorities have argued that sites that are in addition to the statutory HWRC network required under Section 51, (e.g. such as the Community Recycling Centres in Somerset), can accordingly charge for the disposal of household waste by residents in their area.



3. Definition of Waste

Household Waste

Household Waste includes:

- All waste arisings from Civic Amenity (CA) Sites established under Section 51(1)(b) of the Environmental Protection Act 1990.

Hazardous waste

Waste is considered 'hazardous' when it contains substances or has properties that might make it harmful to human health or the environment. The Environment Agency's interpretation of the definition and classification of hazardous waste can be found in their technical guidance. When assessing whether a waste is hazardous or not, the Hazardous Waste Regulations 2005, (as amended by the Hazardous Waste Regulations 2009), refer to the "List of Wastes" in the List of Wastes Regulations. This list is more commonly referred to as the European Waste Catalogue.

Wastes brought to a HWRC will fall into one of three categories:

- Always hazardous: e.g. lead acid batteries and fluorescent tubes
- Never hazardous: e.g. edible oil
- May be hazardous and needs to be assessed: e.g. paint.

Whilst some of these wastes are not legally hazardous, they can be difficult to dispose of, causing mess and nuisance if they are disposed of incorrectly or spillages / breakages occur.

The former National Household Hazardous Waste Forum (NHHWF) therefore defined **Household Hazardous Waste (HHW)** as "any material discarded by a household which is difficult to dispose of or which puts human health or the environment at risk because of its chemical or biological nature." Whilst not a legal definition, the NHHWF definition of HHW indicates that HWRC site staff need to manage some wastes with more care and attention than others.

Bulky waste

The legal definition of "bulky waste" pursuant to schedule 1 (Regulation 4) in the Controlled Waste (England and Wales) Regulations 2012 is:

- any article of waste which exceeds 25 kilograms in weight; and/or
- any article of waste which does not fit, or cannot be fitted into:
 - (a) a receptacle for household waste provided in accordance with section 46 of the Environmental Protection Act 1990; or



- (b) where no such receptacle is provided, a cylindrical container 750 millimetres in diameter and 1 metre in length.

Asbestos

Asbestos is a hazardous waste. It should only be accepted at HWRCs that have suitable facilities and resources to accept it. Householders may be provided with plastic sheeting in which to bag the asbestos before arrival at the site. Guidance is available from the HSE regarding the safe handling of asbestos waste at civic amenity sites.

It must be accepted for free when deemed to be “Household Waste” by its source, but the majority of asbestos arises from construction or demolition works, in which case disposal is chargeable. Alternatively, Householders may be advised of other possible arrangements for the disposal of asbestos.

Construction & Demolition Waste

Construction & Demolition Waste from households is not defined as Household Waste for the purposes of Section 51 of the Environmental Protection Act (the duty for WDAs to provide HWRCs to residents to dispose of their Household Waste). Examples of Construction & Demolition Waste from households could include:

- Doors and windows
- Fitted kitchens
- Fitted wardrobes
- Inert material such as rubble and concrete, bricks and roof tiles
- Plasterboard
- Soil from landscaping activities
- Any other building materials.

However local authorities understand that these types of wastes can be generated by householders and they therefore need to dispose of this waste. Several authorities have limited the quantity that can be disposed of for free within the HWRC network, in order to minimise abuse from traders whilst providing a service to the householder.



Materials which must be accepted at HWRCs free of charge	*Materials for which charges can be levied*
<p>All Household Waste delivered by residents in the area to the site (see note below), including but not limited to:</p> <ul style="list-style-type: none"> • Small recyclables <ul style="list-style-type: none"> - Cardboard - Paper - Cans - Glass - Plastic bottles - Drinks cartons/ Tetra-pak - Textiles and shoes - Books • Green waste • Timber (high and low grade) • Metal • Large and small domestic appliances • Hazardous household wastes <ul style="list-style-type: none"> - Chemicals - Paint - Fridges and Freezers - Televisions and monitors (CRT) - Fluorescent Tubes - Batteries (domestic and vehicle) - Dense plastics - Carpet - Mattresses - Furniture • Black bag waste 	<ul style="list-style-type: none"> • DIY and C&D wastes: <ul style="list-style-type: none"> - Doors and windows - Fitted kitchens - Fitted wardrobes - Inert material such as rubble and concrete, bricks and roof tiles - Plasterboard - Soil from landscaping activities - Any other building materials (e.g. asbestos) • Commercial Wastes • Tyres

* Please note these lists are not exhaustive

The definitions above illustrate that not only the type of waste but also the source defines how the waste should be classified. It highlights that it can be difficult to interpret the source of the waste and therefore many local authorities take a pragmatic view regarding what is and isn't acceptable at their sites.

Note that HWRCs can also charge for Household Waste from non-residents and that additional discretionary facilities that are not HWRCs under the EPA1990 may also be able to charge to receive Household Waste.



Commercial / trade waste

Commercial Waste is that generated from premises used wholly or mainly for the purposes of a trade or business. Schedule 2, Paragraph 4 of the Controlled Waste (England and Wales) Regulations 2012) lists wastes that should be treated as Commercial Waste.

Commercial Waste does not include household, agricultural or industrial waste. If waste is generated within a residential home or garden, but as a result of a business activity (for example garden waste generated by a landscape gardener or building waste as a result of removing a fitted kitchen), it is defined as Commercial Waste and therefore subject to regulation as Commercial Waste.



4. Managing trade waste

Overview

In recent years the management of trade waste at HWRCs has revolved around methods to prevent it from entering site. However as a result of local authority budget pressures, and (in England) encouragement from the Government to accept trade waste, councils are increasingly considering how they can use trade waste inputs to generate income and, ultimately, protect the provision of HWRCs for residents. This section looks at why trade waste input should be controlled, how to prevent abuse and systems for the legitimate acceptance of trade waste.

The businesses most likely to use a C&I bring centre are small and micro-businesses, as they are less likely to have a contract in place to collect their waste. The sectors that those businesses are from will vary from area to area.

Sites accepting trade waste that are currently in operation have found that users are often from retail, building, glazing, gardening and landscaping, small manufacturers, hotels and restaurants, and professional and service sectors.

Why control trade waste input

HWRCs are a facility for householders resident in the area to dispose of Household Waste. If commercial waste enters the site unchecked the problems that arise include:

- Congestion onsite, which may result in householders not using the site
- Practicalities of segregating commercial and household waste
- Additional service vehicles required onsite
- Cost of additional disposal
- Morale of site staff affected if they know abuse is ongoing and they are not supported in taking preventative action
- Commercial waste may not be segregated into different recyclable waste streams, thereby affecting the recycling rate of the site.

All these factors mean that commercial waste should be controlled. If commercial waste remains unchecked, other measures to improve the efficiency of the site are likely to be less effective.

Recommendations from the Government's Waste Review

The Government published its review of waste policy in England in June 2011. In the Review the Government has encouraged local authorities to consider allowing small businesses to dispose of waste at HWRCs, because they want to make it easier and more cost effective for SMEs to



recycle. The Review stated that the Government is ending the Landfill Allowance Trading Scheme, which removes a (perceived) barrier to local authority service provision in this area.

However the review does acknowledge that SMEs are not always aware of available recycling services and of their legal responsibilities. Therefore any local authority accepting trade waste at an HWRC will need to ensure that trade customers are compliant with the relevant waste legislation.

Preventing trade waste abuse

For sites to accept trade waste (as encouraged by the Waste Review 2011) it is necessary to be able to control trade inputs so that the material can be properly managed. In practice this means having the capability to prevent trade inputs in certain circumstances. Moreover it is likely that many sites will prefer to prevent all trade waste inputs because there is not space, weighbridge, staff, etc to be able to manage legitimate trade waste inputs. There are a number of options available as discussed below.

Meet and greet staff

It is worth noting that any staff that are meeting and greeting site visitors will be able to challenge any suspected trader. Where trade waste is suspected, they can discuss with the driver where the waste has come from.

The meet and greet staff can refuse to allow the vehicle to dispose of waste and instruct them to use alternative disposal routes. Staff should be made aware of location details for alternative facilities.

Barriers

In previous research² where height barriers are introduced as the only trade waste control method, they are generally found not to work, because traders would find ways around them. If there is a height barrier (or a van ban as referred to below), traders may use estate cars and/or trailers, or park outside the site to overcome this problem. Therefore this type of trade waste control needs to be used in conjunction with other control methods (such as disclaimer systems and/or ANPR).

Some sites have manual barriers whereby a site operative performing the meet and greet function must raise the barrier once they have discussed with the driver what type of waste they are disposing of. This type of barrier may be useful on relatively quiet sites. However if this results in extensive traffic queues, this system is not practicable, particularly if it affects non-site traffic.

If a raised barrier is to be used at the front of the site, it needs to be high enough to let large domestic vehicles in. If the height barrier is too low, site staff may end up opening (and possibly leaving open) the barrier, which could then allow vans (more likely to be driven by traders) onsite unchallenged.

² The Trade Waste Inputs to Civic Amenity Sites and National Assessment of Civic Amenity Sites (NACAS)



The popularity of people carriers and 4x4 vehicles means that any height barrier needs to be high enough to allow these domestic vehicles to enter site. Generally, a height barrier of 2 metres (approximately 6 foot 6 inches) should be adequate. However if the vehicle has any roof or rear attachments (roof racks or bike racks), it may be too high for the barrier. Local authorities should make it clear on their website and at the site entrance (on the barrier) what the clearance height is.

Van bans

Whether there is a barrier in place or not, local authorities may want to enforce a van ban, based on the assumption that vans are predominantly commercial vehicles. If a van ban is in place, site managers should be encouraged to take responsibility for seeing all vans and requesting photo ID and proof of residency.

This will prevent trade abuse from outside of the authority and will act as a deterrent for those that live within the area. The site manager can then use his discretion as to whether to allow the vehicle to dispose of its waste and could follow up with the use of a disclaimer form. If a resident has hired the van, they should be requested to provide proof of hire.

Van & Trailer Permits

Many local authorities regulate the use of commercial vehicles and equipment (such as vans or trailers) at HWRCS using a permit system. This will often involve a resident applying in advance for an annual season ticket permitting a specific number of visits – say 10 per year.

Automatic Number Plate Recognition

Automatic Number Plate Recognition (ANPR) systems can be very effective if they are used to their full advantage. For example, the system can be set up so as to trigger an email to a staff member at the local authority, who can then follow up suspected trade abuse, (e.g. when a vehicle has breached a set number of visits over a given period). Alternatively if the system does not provide alerts, a member of staff will need to be responsible for monitoring the ANPR data and highlighting any vehicles that are frequently entering site.

Any ANPR or disclaimer systems require enforcement and follow up to ensure site visitors are aware it is not acceptable to abuse the site.

Disclaimer forms

Any site users suspected of bringing trade waste to the sites should be approached by site staff and requested to fill in a disclaimer form to verify the waste is from their household and not of trade origin. In such instances staff should take licence plate details for the vehicle being used by the abusive site user.



It is essential that completed disclaimers be recorded onto a database that is monitored frequently. Abuses of the system should be subject to an enforcement mechanism that in the first instance will result in a phone call or letter to the property in question. Should it be deemed necessary, a home visit should be undertaken and, in a worst-case scenario, recurrent trade abuse should result in court proceedings. Any such successful prosecutions should be widely publicised in the local media.

Effectively enforcing the disclaimer mechanism in this way will send out a message to traders that abuse of the HWRCs will not be tolerated. It will also demonstrate to the site staff that they have the backing of managers in the Council in the enforcement of the policy. This in turn could provide motivation for them to increase efforts to exclude trade waste from the facilities.

Proactive intervention

A proactive approach to persistent trade abuse is to join forces with other enforcement agencies to deliver a short term but effective deterrent. A multi-agency event could involve the local authority environmental management / environmental health, Department of Employment, VOSA, parking enforcement, and the Police / PCSOs.

These events aim to challenge those people that were suspected traders, but who may also be committing other offences that the other agencies would be interested in preventing.

Accepting legitimate trade waste

Provision of a Trade Waste Recycling Centre (TWRC) using existing HWRC infrastructure can be used where there is a gap in the market in facilities suitable (i.e. cost effective) for SMEs and micro-businesses.

The issue of trade waste acceptance needs to be addressed on a site by site basis: some sites are simply not appropriate for accepting trade waste, maybe due to being too small or too vulnerable to abuse by traders not wishing to pay for disposal.

Compliance

It will be important for any trade waste customers to be compliant with all relevant regulations including:

- Waste carriers registration
- Waste transfer notes
- Hazardous waste consignment notes.

More information on waste carriers and waste transfer notes can be found on the Business Link website, previously the NetRegs website.



5. Staffordshire policies in respect of the provision of HWRCs

List of policies

A list of policies adopted by Staffordshire in line with the statutory responsibilities (see earlier in the handbook for details) is presented in the Table below:

No.	Title
1.	Customer Feedback: Compliments, Comments and Complaints policy
2.	Access to HWRCs: Locations, opening times and material types policy
3.	Access to HWRCs: Vehicle height barrier and pedestrian use policy
4.	Access to HWRCs: Van & trailer use policy
5.	Access to HWRCs: Non-Staffordshire residents use policy
6.	Access to TWRCs: Small Traders Waste Disposal Scheme (pilot) policy
7.	Health & Safety: Footwear, assistance, children & pets policy
8.	Health & Safety: Vehicle movements, compaction and temporary closures
9.	Restricted Wastes: Hazardous (& difficult) household & garden chemicals waste policy
10.	Restricted Wastes: DIY, home improvements, renovation, construction & demolition policy
11.	Restricted Wastes: Asbestos policy
12.	Restricted Wastes: Automotive oils, tyres and batteries policy
13.	Restricted Wastes: Clinical waste policy
14.	Restricted Wastes: Schools, village halls & charities policy
15.	Restricted Wastes: Commercial (trade) waste policy
16.	Restricted Wastes: Animal wastes policy



Access and availability of policies

A copy of this policy handbook is held in the site office at each of the Household Waste Recycling Centres. Electronic copies are also available and can be issued to residents on request. Public awareness of these policies is undertaken through a combination of:

- service information leaflets (available at the HWRC on request and/or downloadable from the website www.recycleforstaffordshire.org or www.staffordshire.gov.uk);
- site notices (entrance sign, A-Frame boards, receptacle bay & other ad-hoc signage);
- advice from site staff (meet & greeters or site attendants);
- website information / FAQs;
<http://www.staffordshire.gov.uk/environment/rubbishwasteandrecycling/home.aspx>
- via telephone customer hotline (tel: 0300 111 8000) or email (recycling@staffordshire.gov.uk)



Appendix 1

Policy 1: Customer Feedback: Compliments, Comments and Complaints

Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their Household Waste.

The HWRC services compliment the kerbside collection schemes provided by the eight borough and district councils in Staffordshire.

In order to ensure residents receive high levels of service, Staffordshire County Council require feedback from residents on their experience of using the service, whether it be a compliment, comment or complaint.

This policy document sets out how Staffordshire County Council aims to achieve this feedback.

Policy

Residents can provide informal or verbal compliments, comments or complaints by:

- Liaison with the site staff (meet & greeters or site attendants);
- Telephone customer hotline: tel. 0300 111 8000; and
- Email: recycling@staffordshire.gov.uk.

Informal or verbal feedback is recorded by the site staff on a register held at the HWRC site cabin. The register is viewed by officers from Staffordshire County Council responsible for monitoring and compliance of the service (provided under contract) on a monthly basis and issues are addressed with the service providers.

In the event that the residents wish to provide more formal compliments, comments or complaints, this can be achieved in accordance with the Staffordshire County Council Customer Care Standards.

More information on the Customer Care Standards can be found on the Staffordshire County Council website. The specific link to the relevant webpage is:

<http://www.staffordshire.gov.uk/yourcouncil/consultationandfeedback/complimentscommentscomplaints/home.aspx>

The webpage provides the option to complete an electronic feedback form or to request a hardcopy of a feedback form to be issued in the post.

Hardcopies of the feedback form are also available at the HWRCs and the site attendants will offer copies to residents where appropriate and/or on request.

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Appendix 2

Policy 2: Access to HWRCs: Locations, opening times and material types

Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their Household Waste.

Each of the HWRCs provide similar service levels and facilities although they do operate as a network in terms of opening day coverage for the County and there are a number of facilities set up as 'Specialist Centres' where more difficult waste types can be disposed of.

Policy

Opening Days

13 of the HWRCs are open for five of the seven days in the week, including Fridays, Saturdays and Sundays. The Burton HWRC is open for six days of the week due to the distance located from the rest of the network that provide alternative facilities.

Spring & Summer bank holiday opening at the HWRCs are usually arranged at all 14 HWRCs whilst Christmas and New Year arrangements are made accordingly each year depending on which days the Bank Holidays fall.

Opening Hours

During the Summer period (BST), the opening hours are from 9.00am to 6.00pm during the week and 5.00pm at the weekends. The exception to this is Stone HWRC that shuts at 5.00pm during the week due to a planning permission condition. During the Winter period (GMT), all the HWRCs shut at 4.30pm.

The publicly available service leaflet provides details of which days each of the HWRCs are open. This is available at the HWRCs or via www.recycleforstaffordshire.org.

Waste Types

The publicly available service leaflet provides details of which waste materials can be received at each facility. The facilities are subject to change (e.g. new legislation, recycling options or when renovation works take place to upgrade the facilities). The publicly available service leaflet is available at the HWRCs or via www.recycleforstaffordshire.org.

Asbestos and Plasterboard are restricted to five HWRCs across the County.

The Newcastle HWRC is limited in terms of the materials it can accept due to the relatively small size of the site and a replacement site is being sought to improve services in this area.

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Appendix 3

Policy 3: Access to HWRCs: Vehicle height barrier and pedestrian use

Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their Household Waste.

HWRCs are a facility for householders resident in the area to dispose of Household Waste. If commercial waste enters the site unchecked the problems that can arise include:

- Congestion onsite, which may result in householders not using the site;
- Practicalities of segregating commercial and household waste;
- Additional service vehicles required onsite; and
- Cost of additional disposal.

Height barriers are used to control commercial vehicles (i.e. vans) entering the site without first being checked to ensure they are carrying household waste.

The popularity of people carriers and 4x4 vehicles means that any height barrier needs to be high enough to allow these domestic vehicles to enter site. Generally, a height barrier of 2 metres (approximately 6 foot 6 inches) should be adequate.

Policy

Height barriers

Height barriers are installed on all 14 of the HWRCs in Staffordshire to a height of approximately 2 metres (6 foot 6 inches).

The height barriers can be raised/opened by the site attendants following an inspection of the waste carried in the vehicle to confirm that it appears to be household waste.

In the case of a commercial vehicle, the completion of a 'disclaimer form' by the resident is required to declare that the waste is their own Household Waste and also to notify the resident that the frequent use of a commercial type vehicle at a HWRC may require further investigation. The completion of a 'disclaimer form' is not required by residents using domestic vehicles (i.e. People Carrier, 4x4, Adapted Vehicles, etc).

Pedestrian access

Pedestrian access is not a common occurrence. However, a number of HWRCs experience local residents that choose to bring waste on foot using wheeled bins, or on rare occasions, by bicycle.

The site attendants at the HWRCs will negotiate with local residents to manage any health & safety risks of walking in areas that are designated for vehicles. It may be that residents are required to be escorted onto the HWRC by staff wearing high visibility clothing.

Walking waste onto the HWRC by residents that have been refused entry as suspected trade waste is not permitted and will either be stopped or reported by site attendants to the appropriate authorities.

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Appendix 4

Policy 4: Access to HWRCs: Van & trailer use

Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their Household Waste.

HWRCs are a facility for householders resident in the area to dispose of Household Waste. If commercial waste enters the site unchecked the problems that can arise include:

- Congestion onsite, which may result in householders not using the site;
- Practicalities of segregating commercial and household waste;
- Additional service vehicles required onsite; and
- Cost of additional disposal.

Height barriers are used to control large commercial vehicles (i.e. transit vans) entering the site without first being checked to ensure they are carrying Household Waste.

In an attempt to avoid detection as a result of the height barrier, traders are known to change their large commercial vehicles to a smaller van or a domestic vehicle with a trailer in tow.

However, trailers are also used by residents to dispose of Household Waste, particularly for bulky wastes (e.g. furniture), garden waste, soil & rubble.

The site attendants are able to visually identify vans or domestic vehicles towing a trailer entering the site and check with the resident that they are carrying Household Waste.

Policy

Vans and other commercial vehicles

In the case of use of a commercial vehicle (e.g. a van) to deposit permitted waste at the HWRC, the site attendant will require the resident to complete a 'disclaimer form' to declare that the waste is their own waste and also to notify the resident that the frequent use of a commercial type vehicle may require further investigation.

Trailers

Residents that wish to bring their Household Waste onto the HWRCs using a trailer will be required to complete a 'disclaimer form' to declare that the waste is their own Household Waste and also to notify the resident that the frequent use of a trailer may require further investigation.

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Appendix 5

Policy 5: Access to HWRCs: Non-Staffordshire residents use

Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their Household Waste.

In general, local authorities recognise that in most cases the public will tend to use the HWRC that is closest to them, this being the most common cause of cross-border HWRC usage.

Even if local authorities are the receivers of 'imports' of cross border waste, many have a tacit understanding with their neighbouring authority which accepts this situation.

Policy

Staffordshire County Council allows its HWRCs to be used by non-Staffordshire residents.

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Appendix 6

Policy 6: Access to TWRCs: Small Traders Waste Disposal Scheme (pilot)

Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their Household Waste.

Provision of a Trade Waste Recycling Centre (TWRC) using existing HWRC infrastructure can be used where there is a gap in the market in facilities suitable (i.e. cost effective) for SMEs and micro-businesses.

The issue of trade waste acceptance needs to be addressed on a site by site basis; some sites are simply not appropriate for accepting trade waste, maybe due to being too small or too vulnerable to abuse by traders not wishing to pay for disposal.

Policy

Staffordshire County Council is piloting 3 TWRCs services at the Cannock, Leek and Stafford HWRCs.

Details of the scheme and pricing schedule are being reviewed as part of the pilot and an information leaflet can be obtained at the HWRCs or from this weblink:

<http://www.staffordshire.gov.uk/environment/rubbishwasteandrecycling/trade/SmallTradersWasteDisposalScheme.aspx>

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Appendix 7

Policy 7: Health & Safety: Footwear, assistance, children & pets

Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their Household Waste.

Accidents that occur at the HWRCs result mostly from slips, trips and falls.

HWRCs present greater risks to children and animals.

Certain footwear (e.g. sandals) may be inappropriate when handling and disposing of certain waste types (e.g. rubble, broken glass, etc), particularly in wet conditions or navigating different floor levels (e.g. ramps); and potentially increase the risk of injury. Gloves and other Personal Protective Equipment (PPE), (e.g. safety glasses) would also reduce the risk of injury in many cases.

Policy

Residents are advised that they should provide their own suitable clothing, footwear and PPE when using the HWRCs.

Site attendants can provide assistance to residents on request for unloading large or cumbersome waste materials from vehicles and transferring these into waste receptacles. Assistance with heavy objects will need prior consideration of safe lifting by the site attendant but they are pre-disposed to helping those that are in need of assistance when they are able to do so.

Please note that the site operator (or the council) will not be liable for any accidental damage caused to a vehicle as a result of a member of staff at a HWRC attempting to assist a resident with lifting heavy objects from the residents' vehicle.

Children and pets are required to remain in the vehicle at all times. Attendants are instructed to inform parents/carers of this rule if children or pets leave a vehicle.

If requested, site attendants are able to assist parents/carers in removing waste from their vehicles and depositing the waste in suitable containers in the event that it is not appropriate to leave young children unattended.

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Appendix 8

Policy 8: Health & Safety: Vehicle movements, compaction and temporary closures

Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their Household Waste.

There are risks to site staff, site users and service vehicle drivers from traffic movement onsite at HWRCs.

Managing congestion is important to ensure that site users are not tempted to park where they should not and walk to disposal areas, rather than wait and park in more appropriate areas. Site layouts and parking arrangements aim to minimise pedestrian interaction with traffic. Many of the modern sites generally direct traffic flow one way and include a passing lane.

Static or mobile compaction equipment is in use at the HWRCs along with Heavy Goods Vehicles for loading and unloading waste receptacles. Depending on the site design, the split level facilities will generally have a screen that closes off some receptacles whilst compaction or loading is taking place. At other sites and with smaller containers, the site attendants might close the site or stop vehicles and/or pedestrian movements whilst certain activities take place.

Policy

Residents are required to follow one-way road systems and use parking bays where they are in place at the HWRCs.

Site attendants can provide advice on request and will be proactive in relaying advice and instructions to drivers that are not acting in a safe manner. Residents are required to drive carefully and not to exceed speeds of 5mph whilst at the HWRC.

Residents are advised to wait until other vehicles that are inadvertently blocking their access are moved by their owner rather than trying to perform reversing manoeuvres.

Residents should follow instructions from site attendants and exercise caution when they are in close proximity to compaction or loading activities taking place or in the event that a traffic management issue arises.

Temporary site closures may be required at some HWRCs when loading and unloading waste receptacles.

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Appendix 9

Policy 9: Restricted Wastes: Hazardous (& difficult) household & garden chemicals waste

Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their Household Waste.

Residents may need to deposit small quantities of paint or chemicals that require safe handling due the hazardous or potentially hazardous nature of the substance.

Other difficult wastes that residents bring to the HWRCs in small quantities that require special handling include gas cylinders or fire extinguishers.

Policy

Residents will be directed to a chemical safe, paint store or compound for the relevant types of wastes and required to complete a 'disclaimer form' (apart from paint) to declare that the waste is from their household and not arisen as a result of a commercial use.

The facilities will only store small quantities of waste. In the event that a large amount of these waste types is held by the resident, an assessment will be made as to whether or not it is more appropriate to make alternative arrangements.

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Appendix 10

Policy 10: Restricted Wastes: DIY, home improvements, renovation, construction & demolition

Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their Household Waste.

Construction & Demolition Waste from households is not defined as Household Waste for the purposes of Section 51 of the Environmental Protection Act 1990 (the duty for WDAs to provide HWRCs to residents to dispose of their Household Waste). Examples of construction and demolition waste from households could include:

- Doors and windows
- Fitted kitchens
- Fitted wardrobes
- Inert material such as rubble and concrete, bricks and roof tiles
- Plasterboard
- Soil from landscaping activities
- Any other building materials.

However local authorities understand that these types of wastes can be generated by householders and they therefore need to dispose of this waste. Many local authorities have limited the quantity that can be disposed of for free within the HWRC network, in order to minimise abuse from traders whilst providing a service to the householder.

The landfilling of gypsum and other high sulphate bearing wastes in combination with biodegradable waste is prohibited in England and Wales. This applies to loads of waste containing identifiable gypsum-based materials like plaster and plasterboard. This material must not be landfilled with biodegradable waste as it can lead to the production of odorous and toxic hydrogen sulphide gas. Markets now exist for recycling of plasterboard wastes, however contamination levels have to be greatly minimised in order for this to be acceptable. In most cases where plaster and plasterboard has other materials attached these can be removed successfully. If, however, attempts to segregate are unsuccessful, the Authority will take a pragmatic approach and work in partnership with its Contractors to ensure a suitable disposal / treatment solution is offered.

This approach is in accordance with the Environment Agency's current position statement.

Policy

Residents are required to present the DIY wastes (listed in the table below) separately for disposal in the relevant waste receptacles. The different types of waste types will not be accepted when mixed together, particularly in instances where materials such as plasterboard are mixed with inert materials (rubble) or soil.

Residents will be directed to a receptacle for the relevant types of wastes and required to complete a 'disclaimer form' to declare that the waste is from their household, has not arisen as a result of a commercial use, and to acknowledge that a limit applies to the quantities of waste they are entitled to deposit at the HWRC.

Quantities permitted over any given period are presented in the table below. Residents will be advised that for larger quantities of waste from home improvement type activities will require them to either hire a skip or dispose of the waste at a suitably licensed facility.

Restricted Waste Type	Quantities Permitted ^{#1}	Frequency
Inert material such as rubble and concrete, bricks and roof tiles or soil from landscaping activities	1 cubic metre (1m ³) (Broadly equivalent to a load that can be carried in a average sized car boot)	Six Months
Fixtures and fittings such as doors and windows, fitted kitchens, fitted wardrobes, fitted bathrooms, etc	1 cubic metre (1m ³) (Broadly equivalent to a load that can be brought to the HWRC in one trip)	Six Months
Plasterboard or gypsum based rubble	4 sheets (approximately 6' by 2' or 4' by 3') – or – 4 bags (approximately 25kg size rubble bag x 4)	Six Months

^{#1} Site attendants will show reasonable judgement when assisting residents in disposing of waste from a small one-off DIY job and these limits will be upheld for residents attempting to dispose of waste that is clearly not in the spirit of what the policy intends to achieve.

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Appendix 11

Policy 11: Restricted Wastes: Asbestos waste

Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their Household Waste.

Cement bonded asbestos is found in many places in the home including rainwater pipes and gutters, water tanks, insulation boards, garage/shed roofs, boiler flues and domestic equipment such as ovens, heaters and ironing boards. Generally, asbestos materials in good condition can be left in place and painted but should not be drilled, sanded or sawn. Where items are to be removed they should not be broken, other people should be kept away and the materials should be wetted to reduce dust.

Local Environmental Health Officers should be consulted on larger amounts of asbestos removal and work on sprayed asbestos or lagging must be carried out by licensed contractors.

Asbestos is a hazardous waste. It should only be accepted at HWRCs that have suitable facilities and resources to accept it in line with the Health & Safety Executive (HSE) guidance.

It is understood that small amounts of these types of wastes can be generated by householders (e.g. a minor repair on a garage roof involving a replacement roofing panel) and they therefore need to dispose of this waste. Many local authorities have limited the quantity that can be disposed of for free within the HWRC network, in order to minimise abuse from traders whilst providing a service to the householder.

Policy

Residents are required to present the asbestos waste in clear plastic bags that is double wrapped.

Residents will be directed to a receptacle for the relevant type of wastes and required to complete a 'disclaimer form' to declare that the waste is from their household, has not arisen as a result of a commercial use, and to acknowledge that a limit applies to the quantities of waste they are entitled to deposit at the HWRC.

Quantities permitted over any given period are presented in the table below.

For larger quantities such as from demolition of a shed or garage roof replacement householders need to contact specialist firms that are licensed to handle that material. Details can be obtained from yellow pages or by contacting the Environment Agency helpline on 03708 506506.

The publicly available service leaflet provides details of which five HWRCs have facilities for accepting asbestos. It is available at the HWRCs or via www.recycleforstaffordshire.org.

Restricted Waste Type	Quantities Permitted ^{#1}	Frequency
Cement Bound Asbestos	4 sheets (approximately 6' by 2' or 4' by 3') – or – 4 bags (approximately 25kg size rubble bag x 4)	Six Months

^{#1} Site attendants will show reasonable judgement when assisting residents in disposing of waste from a small one-off DIY job and these limits will be upheld for residents attempting to dispose of waste that is clearly not in the spirit of what the policy intends to achieve.

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Appendix 12

Policy 12: Restricted Wastes: Automotive oils, tyres and batteries

Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their Household Waste.

It is recognised that residents will generally use commercially operated garages to dispose of maintenance, repair or consumable wastes from vehicles such as tyres, batteries, filters and oils.

However local authorities understand that certain types of wastes from vehicles can be generated by householders and they therefore need to dispose of this waste. Many local authorities have limited the quantity that can be disposed of for free within the HWRC network, in order to minimise abuse from traders whilst providing a service to the householder.

Policy

Residents are required to present the wastes from their domestic vehicles listed below separately for disposal in the relevant waste receptacles. The different types of waste types will not be accepted, particularly in instances where materials such as fuel are mixed with oils.

Residents will be directed to a receptacle for the relevant types of wastes and required to complete a 'disclaimer form' to declare that the waste is from their household, has not arisen as a result of a commercial use, and to acknowledge that a limit applies to the quantities of waste they are entitled to deposit at the HWRC.

Quantities permitted over any given period are presented in the table below. Residents will be advised that for larger quantities of waste from vehicle repair and maintenance type activities will require them to either use a garage or dispose of the waste at a suitably licensed facility.

Restricted Waste Type	Quantities Permitted	Frequency
Oils	25 litres	Six Months
Tyres	2 no.	Six Months
Battery	2 no.	Six Months

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Appendix 13

Policy 13: Restricted Wastes: Clinical Waste

Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their Household Waste.

Clinical Wastes are not usually accepted at HWRCs due to license restrictions.

Policy

No Clinical Waste, neither infectious nor offensive, is accepted at the HWRCs as these are not permitted under current licenses.

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Appendix 14

Policy 14: Restricted Wastes: Schools, village halls & charities

Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their Household Waste.

It is recognised that some non-domestic institution properties that serve residents will produce similar types of waste to households and in such circumstances they can be disposed at the HWRCs.

Typical activities will include charities that collect furniture from residential properties as donated for reuse. Other types of activity might involve a village hall organising a community litter pick.

In the case of schools, the HWRC could be used for ad-hoc disposal of a few (similar to a domestic property) items such as electrical equipment, furniture, fluorescent light tube, a laboratory chemical bottle, etc. Most schools have made arrangements for large scale waste disposal events (e.g. I.T. Suite clearance, laboratory refurbishment, end of term clearance, etc) and the HWRCs should not be used for disposing of such volumes of waste produced by schools.

Policy

A permit to use the HWRCs will be issued to eligible organisations/properties including schools, village halls and charities as per the Controlled Waste (England and Wales) Regulations 2012. Other properties listed by the 2012 Regulations (e.g. prisons, palaces, hospitals, etc) will not be permitted free of charge disposal and will be directed to use the Trade Waste Recycling Centres.

An assessment will be required to authenticate that the waste arisings are of a similar nature (e.g. type and quantities) to that produced at domestic properties, and are clearly not arising as a result of commercial activities or fund raising type events.

An assessment for eligibility will be undertaken by Staffordshire County Council Waste Management Services who can be contacted for a Form HWRC-Sch2-C:

Tel: 0300 111 8000

Email: recycling@staffordshire.gov.uk

Address: Waste Management Services
Staffordshire County Council
Wedgwood Building, Block A
Tipping Street
Stafford
ST16 2DH

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Appendix 15

Policy 15: Restricted Wastes: Commercial (trade) waste

Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their Household Waste.

HWRCs are a facility for householders resident in the area to dispose of Household Waste. If commercial waste enters the site unchecked the problems that can arise include:

- Congestion onsite, which may result in householders not using the site;
- Practicalities of segregating commercial and household waste;
- Additional service vehicles required onsite; and
- Cost of additional disposal.

Alternative Trade Waste Recycling Centres are available at three HWRCs in Staffordshire (Cannock, Leek and Stafford HWRCs).

Policy

In order to control unauthorised commercial waste being deposited at the HWRCs, the following policies are in place in Staffordshire.

Option	Implemented
Disclaimer forms	✓
Height barriers	✓
Weight / volume limits	✓
Site entrance security checks	
- Meet and greet attendants	✓
- CCTV	✓

An explanation of these systems follows:

Disclaimer form: A system of completing a self-declaration note that confirms the resident is aware of limits on that particular waste stream (e.g. industrial waste such as soil and rubble from household DIY/renovation work) and advice on how to get an appropriate alternative skip or bulk bag service.

The form acts to (a) remind/educate the resident on the acceptance policy at the HWRCs, (b) demonstrate the HWRC staff are not allowing illegal trade waste use and (c) retention of details as evidence where residents attempts to bypass rules through continued disposal of restricted materials and/or using other facilities.

The system is thought to be reasonably successful in educating residents on restrictions at the HWRCs given the difficulties/practicalities of conveying this information in service leaflets. However, where the site attendants choose not to enforce the system or are given false details, especially for trade waste abusers, the system is limited in its effectiveness.

Height barriers: A height barrier set at 6ft 6 inches will prevent large vehicles accessing the HWRC facility without first contacting a site attendant to check the waste type is legitimate and lift/open the barrier to allow access.

The system is thought to be reasonably successful in restricting ad-hoc trade waste abusers. However, persistent or serial trade waste abusers will chose to attain the use of a smaller van / pick up truck over time to bypass the control. Relies on site attendant judgement to verify the waste is appropriate.

Weight / volume limits: The following materials are subject to restrictions based on volume as an approximation of weight:

- Asbestos (four bags or equivalent per six months)
- Plasterboard (four bags or equivalent per six months)
- Soil & rubble (1 cubic metre per six months)

The system is thought to be reasonably successful in educating residents on restrictions at the HWRCs given the difficulties/practicalities of conveying this information in service leaflets.

Site entrance security checks: Meet and greet attendants: Many of the HWRCs, particularly at the larger sites and/or during the busiest times, will have a dedicated site attendant to advise residents and deter potential trade waste abusers.

Site entrance security checks: CCTV: Each of the HWRCs have Closed Circuit Television coverage. These facilities are used by police when investigating and prosecuting theft (e.g. car batteries, scrap metal), vandalism (e.g. damage to property such as fences when breaking and entering premises) and arson (e.g. setting fire to textiles containers) both during operational hours and when shut.

CCTV is also used for insurance and accident investigations involving incidents with the public and/or collaborating complaints by the public or site attendants.



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Appendix 16

Policy 16: Restricted Wastes: Animal wastes policy

Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their Household Waste.

A pet is a household animal kept for companionship and a person's enjoyment, as opposed to wild animals or to livestock, laboratory animals, working animals or sport animals, which are kept for economic or productive reasons.

Domestic pets are readily recognised as cats, dogs, rabbits, rodents and pigeons, etc. However, in very small numbers, animals conventionally kept as livestock such as pigs, horses, sheep, goats, chickens, etc may also be considered as a pet.

Local authorities understand that certain types of wastes from domestic pets can be generated by householders and they therefore need to dispose of waste associated with keeping animals. Many local authorities have limited the quantity that can be accepted at HWRCs in order to ensure associated operational procedures do not pose excessive health and safety risks to site staff.

Policy

Residents are required to present the wastes from their domestic pets in the residual waste containers. Pet bedding or faeces is not suitable for composting with the green garden waste collected at the HWRCs.

Residents will be directed to a receptacle for the relevant types of wastes and if the quantity is over a certain volume, they will be required to complete a 'disclaimer form' to declare that the waste is from their household, has not arisen as a result of a commercial use and to acknowledge that a limit applies to the quantities of waste they are entitled to deposit at the HWRC.

Restricted Waste Type	Quantities Permitted	Frequency
Animal bedding or faeces	2 bags (80 litres x 2) per household	Daily (no disclaimer required)
Animal bedding or faeces	> 2 bags (80 litres x 2) per household	Daily (disclaimer required)
Dead pet ^{#1}	-	-

^{#1} The majority of residents will bury their pets with care at home or arrange for the cremation of their pet through their vet or a private burial or cremation service. The HWRCs in Staffordshire are not suitable for disposing of dead animals. Please contact Waste Management Services at Staffordshire Country Council to discuss disposal options as there are restrictions on how to handle certain types of animals.

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For more information please contact:

Waste Management Services
Staffordshire County Council
Wedgwood Building
Block A Tipping Street
Stafford
ST16 2DH

Tel: 0300 111 8000

Email: recycling@staffordshire.gov.uk

If you would like this document in another language or format (e.g. large text), please contact us on 0300 111 8000 or email recycling@staffordshire.gov.uk

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