

Waste Management Service

Household Waste Recycling Centre Procedures

Contents

Procedure Name	Procedure number
Reasonable usage	1
Operating Hours	2
Permitted materials	3
Conditions of Use	4
Charity Waste Acceptance	5
Restricted Access	6
Code of Conduct	7
Non-Household, Commercial & Out of Area Waste	8
Data collection, usage and storage	9
Reuse shops	10
Enforcement Policy	11

1. Reasonable usage procedure

Only the residents of Cheshire West and Chester who fund its Household Waste Recycling Centres (HWRCs) are permitted to use them and only to dispose of their own household waste. The deposition of commercial or other non-household waste is strictly not permitted.

All HWRCs are fitted with ANPR (automatic number plate recognition) and CCTV systems which are managed in accordance with the Councils 'Data Collection and Usage Policy'.

Any vehicles identified as using one or a combination of sites in excess of 24 times in a rolling 6-month period will raise an alert on the ANPR system. Where this occurs, the householder may be investigated further and possibly required to make a self-declaration to confirm that the waste is their own household waste, via a Waste Declaration Form (WDF). Additionally, drivers of any vehicle (including commercial type vehicles) suspected of bringing trade waste or non-compliance with the conditions of use will also be required to complete a WDF for further investigation. The council has a legal duty to monitor the waste entering any of its HWRC sites and therefore the Council and its representatives reserve the right to request that any user complete a WDF prior to using the site, regardless of their visiting frequency.

Any refusal to complete this form or to falsify information will result in the site user being unable to dispose of their waste and asked to leave the site and will be denied access until further investigation has been completed. Completed WDFs will be investigated by a Compliance Manager, appointed by the Council's HWRC contractor (HW Martin Waste Ltd), to establish authenticity and where required will be shared with other regulatory bodies.

Proof of residency

Residents must accompany their waste to the recycling centre, regardless of who is transporting it, and provide proof of residency when requested.

Proof of residency (i.e., Driving licence, passport, recent utility or Council Tax bill) may be requested by the authority or its representatives on access to any HWRCs, or as a prerequisite to allowing any future visit. All commercial type vehicles must produce full proof of residency (Driving licence (Photo card) or old type driving licence (non-photo card) must be accompanied by recent utility or council tax bill. Failure to provide such evidence will result in access to all sites being restricted in line with Councils 'Restricted access procedure (Procedure 6 below)'.

Where the authenticity of waste or proof of residency cannot be verified both the vehicle and its associated household will be subject to usage restrictions in line with the Councils 'Restricted access procedure (Procedure 6 below)'.

Commercial waste is not accepted at any of the HWRCs.

Access to Neston HWRC will only be permitted with a valid Residents Permit. Permits are provided by the Authority in line with the Councils terms and conditions.

Only items listed within the Council 'Permitted materials procedure' (Procedure 3 below) will be accepted, unauthorised depositing of non-permitted materials may result in formal action being taken.

Once deposited, all waste becomes the property of the Council's HWRC contractor (HW Martin Waste Ltd) and may be sorted, repaired or sold in order to maximise recycling or reuse. Site users are not permitted to remove any waste from the site. The removal or exchange of items, with or without monetary reimbursement, is not permitted on any site. Only items made available in the designated Reuse Shops are permitted to be sold on site.

Vehicle restrictions

- Trailers over 3.5m in length are not permitted at Winsford, Ellesmere Port and Chester.
- Due to access restrictions, trailers over 1.5m in length are not permitted at Frodsham.
- Due to access restrictions, car-derived vans and all commercial vehicles (including pick-up trucks) or trailers are not permitted at Tattenhall or Frodsham.
- Due to access restrictions, vehicles over 5m in length are not permitted at Tattenhall or Frodsham.
- Due to access restrictions, trailers over 2.5m in length are not permitted at Northwich or Neston.
- Vehicles above 3.5 tonnes gross vehicle weight are not permitted to use any recycling centre.
- All vehicles entering any recycling centre must display number plates that meet legal requirements. In particular, all plates must be made from a reflective material and if towing a trailer the plate must match the vehicle towing it.

These restrictions are in place due to limited space and restricted access on some of our sites.

HWRC Pedestrian access

Pedestrians (on foot or on a bicycle) are allowed to bring waste to the Frodsham site but must report at the security gate and provide the appropriate evidence of residency. Pedestrians must follow the guidance of site staff at all times and follow the designated walkways. Pedestrians cannot bring waste onto the site that they cannot carry themselves and is no larger than a bin bag/rucksack. Pedestrian access is not allowed by residents driving to the site, parking outside the site and taking their waste in on foot.

2. Operating Hours

Household Waste Centres are classified as Primary or Secondary depending upon usage and available capacity. Secondary sites open 5 days week, primary sites open 7 days a week and all sites will be open at weekends.

Utilising a combination of feedback and site usage data, specific operating hours are in place as outlined below. These arrangements will be reviewed on an annual basis to ensure sites remain open when they are most needed but in a manner which ensures they operate as cost effectively as possible. Operating hours are based upon two season split, summer hours will be in place between **1st April – 30th September** with winter hours from **1st October until 31st March**.

Site		Day													
		Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
		Summer	Winter	Summer	Winter	Summer	Winter	Summer	Winter	Summer	Winter	Summer	Winter	Summer	Winter
Winsford	Opens	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00
	Closes	20.00	16.00	20.00	16.00	20.00	16.00	20.00	16.00	20.00	16.00	18.00	16.00	18.00	16.00
Chester	Opens	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00
	Closes	20.00	16.00	20.00	16.00	20.00	16.00	20.00	16.00	20.00	16.00	18.00	16.00	18.00	16.00
Ellesmere Port	Opens	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00	8.00
	Closes	20.00	16.00	20.00	16.00	20.00	16.00	20.00	16.00	20.00	16.00	18.00	16.00	18.00	16.00

Site		Day													
		Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
		Summer	Winter	Summer	Winter	Summer	Winter	Summer	Winter	Summer	Winter	Summer	Winter	Summer	Winter
Northwich	Opens	9.00	8.00	9.00	8.00	CLOSED	CLOSED	CLOSED	CLOSED	9.00	8.00	9.00	8.00	9.00	8.00
	Closes	17.00	16.00	17.00	16.00	CLOSED	CLOSED	CLOSED	CLOSED	17.00	16.00	17.00	16.00	17.00	16.00
Neston	Opens	9.00	8.00	CLOSED	CLOSED	CLOSED	CLOSED	9.00	8.00	9.00	8.00	9.00	8.00	9.00	8.00
	Closes	17.00	16.00	CLOSED	CLOSED	CLOSED	CLOSED	17.00	16.00	17.00	16.00	17.00	16.00	17.00	16.00
Frodsham	Opens	9.00	8.00	9.00	8.00	CLOSED	CLOSED	CLOSED	CLOSED	9.00	8.00	9.00	8.00	9.00	8.00
	Closes	17.00	16.00	17.00	16.00	CLOSED	CLOSED	CLOSED	CLOSED	17.00	16.00	17.00	16.00	17.00	16.00
Tattenhall	Opens	9.00	8.00	CLOSED	CLOSED	CLOSED	CLOSED	9.00	8.00	9.00	8.00	9.00	8.00	9.00	8.00
	Closes	17.00	16.00	CLOSED	CLOSED	CLOSED	CLOSED	17.00	16.00	17.00	16.00	17.00	16.00	17.00	16.00

*All sites will close on Christmas Day, Boxing Day and New Year's Day

3. Material Acceptance

Household Waste Centres accept the following materials, these will be reviewed on an ongoing basis and in the event of sudden changes in the recycling materials market may be subject to change at short notice.

<i>Commodity</i>	Chester	Ellesmere Port	Frodsham	Neston	Northwich	Tattenhall	Winsford
<i>Asbestos</i>	✗	✗	✗	✗	✗	✗	✗
<i>Cans</i>	✓	✓	✓	✓	✓	✓	✓
<i>Car Batteries</i>	✓	✓	✓	✓	✓	✗	✓
<i>Cardboard</i>	✓	✓	✓	✓	✓	✗	✓
<i>Chemicals</i>	✓	✓	✓	✓	✓	✓ ✗	✓
<i>Chipboard & Wood</i>	✓	✓	✓	✓	✓	✗	✓
<i>Cooking Oil</i>	✓	✓	Use kerbside service	✓	✓	Use kerbside service	✓
<i>Commercial Waste</i>	✗	✗	✗	✗	✗	✗	✗
<i>Fluorescent tubes</i>	✓	✓	✓	✓	✓	✗	✓
<i>Fridges</i>	✓	✓	✓	✓	✓	✗	✓
<i>Gas Bottles</i>	✗	✗	✗	✗	✗	✗	✗
<i>Glass Bottles</i>	✓	✓	Use kerbside service	✓	✓	Use kerbside service	✓
<i>Garden Waste</i>	✓	✓	✓	✓	✓	✓	✓
<i>Household Batteries</i>	✓	✓	✓	✓	✓	Use kerbside service	✓
<i>Materials for re-use</i>	✓	✓	✓	✓	✓	✗	✓
<i>Metal</i>	✓	✓	✓	✓	✓	✓	✓
<i>Engine Oil</i>	✓	✓	✗	✓	✓	✗	✓
<i>Paper</i>	✓	✓	Use kerbside service	✓	✓	Use kerbside service	✓

<i>Commodity</i>	Chester	Ellesmere Port	Frodsham	Neston	Northwich	Tattenhall	Winsford
<i>Plastic bottles</i>	✓	✓	Use kerbside service	✓	✓	Use kerbside service	✓
<i>Household & Bulky Waste</i>	✓	✓	✓	✓	✓	✗	✓
<i>Rubble & Soil</i>	✓	✓	✗	✓	✓	✗	✓
<i>Electricals</i>	✓	✓	✓	✓	✓	✓	✓
<i>Textiles</i>	✓	✓	✓	✓	✓	✓	✓
<i>Tyres</i>	✗	✗	✗	✗	✗	✗	✗
<i>TV's</i>	✓	✓	✓	✓	✓	✗	✓

4. Conditions of Use

The use of Household Waste Centres (HWRCs) is subject to the following conditions; failure to comply with any of these conditions may result in users being asked to leave the site immediately and future access being restricted.

- Cheshire West & Chester Councils HWRCs are exclusively for the use of Cheshire West & Chester residents to deposit their household waste. Trade, commercial & business waste is strictly not accepted.
- Residents must accompany their waste to the HWRC regardless of who is transporting it.
- The Council reserve the right to request that any user provide proof of residency and / or complete a waste declaration form (WDF) prior to using the site, regardless of their visiting frequency. Until authenticity of waste and or proof of residency can be verified, access for both the vehicle and its associated household access may be restricted.
- Drivers of commercial vehicles (hired, borrowed or privately owned) may be required to fully complete a waste declaration form before entering the site. (This includes all vans, pickups, 4x4s and vehicles with trailers). Access may be restricted or denied if the WDF is not fully completed.
- All vehicles entering Cheshire West HWRCs must display a valid registration plate.
- Instructions given by staff, signs, notices and road markings must be adhered to at all times.
- Children (Aged 12 or under) and pets must remain in vehicles at all times.
- Sensible footwear and gloves should be worn when handling waste.
- Smoking and the use of mobile phones is prohibited.
- Users should sort and separate different materials prior to their visit, ensuring materials are placed into the appropriate container at the site.
- Once waste has been deposited at a site it legally becomes the property of Cheshire West & Chester Council or its nominated contractors.

- Cheshire West & Chester Council or its nominated contractors may legally reuse or sell goods deposited at a site through a variety of outlets in order to reduce what is sent for disposal.
- The exchange or sale of goods on site between individual users is not permitted.
- Automatic Number Plate Recognition (ANPR), CCTV and body camera systems are in place for safety, to improve performance and help with the resolution of complaints or disputes.
- Pedestrians are ONLY permitted where a separate access gate is present.
- Foul or abusive language to staff or anyone else on site will not be tolerated and will result in the resident's access to all HWRCs being restricted.
- Depositing waste when the site is closed, either outside the gates or fencing, on the access road or following access being refused is fly tipping and as such may be subject to enforcement action.
- Waste will be checked upon arrival. Site attendants reserve the right open any bags and or boxes prior to granting permission for them to be disposed of. Items not accepted by the councils must not be left on site. No commercial waste, gas bottles, asbestos or tyres.
- Charity or resident permits must be presented before accessing the site.
- Trailers over 3.5m internal length and vehicles above 3.5 tonnes Gross Vehicle Weight are not permitted to use any of the HWRCs. Due to logistical constraints trailers are not permitted at either Tattenhall or Frodsham HWRCs and trailers over 2.5m are not permitted at Northwich, Neston.
- Due to one-way systems being introduced at Frodsham and Tattenhall on 15 December 2023 vehicles over 5m in length, car-derived vans and all commercial vehicles will no longer be permitted.

5. Charity Waste Acceptance

See [Charity permits | Cheshire West and Chester Council](#)

6. Restricted access procedure

HWRCs are funded by Cheshire West and Chester residents and are exclusively for their use to dispose of the household waste they bring to the site. It is illegal for any businesses (regardless of size) to use these facilities.

The Councils restricted access procedure allows the Authority to meet its legislative obligations, in a manner which places greater limitations upon users who have either breached the Councils Conditions of Use or reasonable usage procedure.

The decision to place users on restricted access will be made by the nominated Contractors Compliance and Enforcement Manager. Users placed on restricted access will be informed of such in writing, and this will be issued to the address stated within the users completed Waste Declaration Form.

Once subject to restricted access, the household and its associated registered vehicles will be limited to accessing the Council's HWRCs by prior appointment only. Appointments are site specific and must be arranged through the Councils Customer Contact Centre. Appointments can be made no less than 3 working days prior to when the user wishes to attend the site.

Upon arrival (on the prearranged day only) the user must report directly to the sites Duty Manager before commencing the unloading of any waste. All waste will be inspected, and the user accompanied as they unload their vehicle. This process may be recorded via the use of CCTV and body camera systems.

Access restrictions will only be removed when the Duty Manager has successfully witnessed the site being used in accordance with both the Conditions of Use and reasonable usage procedure on five sequential occasions.

Once a user has met this requirement they will be notified in writing of their removal from restricted access.

The following information applies to all procedures within this document:

Aims/Objectives - The Council's objective is to provide a cost effective, best practice HWRC service to its residents ensuring it meets all the legal requirements of the Environmental Protection Act 1990. This procedure aims to maximise reuse and recycling whilst preventing the illegal deposit of commercial waste.

Appeal process – Should a householder wish to appeal the standard service they have been allocated, or this procedure in general, they can do so in writing to: Waste Management Service, Cheshire West and Chester Council, Wyvern House, The Drummer, Winsford, Cheshire. CW7 1AH

7. Code of Conduct

See [Code of conduct | Cheshire West and Chester Council](#)

8. Non-Household, Commercial and Waste from outside CWAC

- Commercial waste is strictly not accepted at Cheshire West & Chester's Household Waste Recycling Centres (HWRCs). Only residents within the Borough of Cheshire West and Chester who fund the HWRCs are permitted to use them to dispose of their own household waste. HWRCs are not licensed to accept any form of waste that could be classed as commercial; the deposition of commercial or other non-household waste is illegal and may be subject to formal action being taken against anyone attempting to bring this type of waste to any HWRC within the Borough. The type of formal action that may be taken against all offenders would be done by either issuing a fixed penalty notice up to the sum of £400.00 or prosecution in court as detailed within the Council's enforcement policy.
- Anyone entering a HWRC to dispose of waste may be requested by the Council or its representative contractors to complete a waste declaration form to verify that the waste is their own and not produced anywhere commercially. Waste declaration forms may be investigated by the Enforcement & Compliance Manager to confirm that the details provided are true.
- Should it become evident following an investigation that incorrect information has been provided, the person who disposed of the waste and the associated vehicle will be subject to the restricted access procedure.

- **Non-Household Waste**

Waste produced by small do it yourself (DIY) projects is accepted at the HWRCs however, major renovations and construction work is not considered as DIY but classified as Construction & Demolition Waste.

For example, kitchen or bathroom replacement by a homeowner would be considered as DIY but building a full extension to a property or replacing a whole driveway would not.

- **Commercial Waste**

Commercial or trade waste from a business or waste that arises from activities that generate an income for the person who carried them out.

- **Out of Area Waste**

Waste produced or originated from outside of the administrative boundary of the borough of Cheshire West and Chester Council.

9. Data Collection, Usage and Storage

See - [Privacy policy | Cheshire West and Chester Council](#)

10. Reuse Shops

Reuse shops are located at the three primary sites of Chester, Ellesmere Port and Winsford. Two smaller shops are located at Neston and Northwich. Items for sale include bric-a-brac, small electrical items and some furniture, all of which are safety tested. This will increase the amount of waste reused, which is preferable to both recycling and waste disposal.

11. Enforcement Policy

All compliance and enforcement actions taken in the operation of the household waste recycling centres (HWRCs) are carried out in accordance with the councils Enforcement Policy and procedures. Details of which can be found by following this link: [enforcement-policy \(cheshirewestandchester.gov.uk\)](#)

The Enforcement & Compliance Manager will monitor all HWRCs for compliance with the conditions of use of the sites. They will also investigate and take appropriate formal actions against offenders.