

Environment and Communities Committee

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| Date of Meeting: | 4 th August 2022 |
| Report Title: | Household Waste Recycling Centre User guide/policy |
| Report of: | Jayne Traverse, Executive Director of Place |
| Report Reference No: | EC/11/22-23 |
| Ward(s) Affected: | All wards |

1. Purpose of Report

- 1.1. This report seeks approval to adopt the household waste recycling centre user guide/policy and the customer charter.

2. Executive Summary

- 2.1. The Council's household waste recycling centres are visited over 750,000 times each year. This user guide/policy sets out in one place the expectations placed upon site staff and site users to ensure a safe and compliant visit.

3. Recommendations

- 3.1. That the user guide/policy and customer charter are approved for adoption.

4. Reasons for Recommendations

- 4.1. The Council has a range of information concerning use and management of the household waste recycling centres on its website and its app 'Waste Watchers'. The user guide/policy and customer charter bring the information together and clarify expectations of behaviour to both site staff and users, including enforcement implications.

5. Background

- 5.1. The Council's household waste recycling centres are provided for the residents of Cheshire East to dispose of any waste materials that cannot be managed through the normal kerbside collection. Once deposited at the site these materials are then reused, recycled, composted or disposed of. Information about the sites can be found on the Council's website, through the Council's 'WasteWatchers' app and on site but it is not currently in one convenient place. The user guide/policy resolves this issue.

- 5.2. The sites receive around 30,000 tonnes of waste per year from the smallest items such as phones and watch batteries to mattresses and sofas. With over 750,000 visits per year (15,000 per week), the sites are a bustling environment in which cars, vans, site machinery and people mingle. The vast majority of visits occur without incident, however, there are times when there can be issues. This user guide/policy sets out in one place the expectations placed upon site staff and site users to ensure a safe and compliant visit.
- 5.3. A new contractor is being procured for the household waste recycling centre sites to start in April 2023. This guide/policy and customer charter will be important documents in setting out the Council's expectations to them.

6. Implications

6.1. Legal

- 6.1.1. The Council has a statutory requirement to provide household waste recycling centres (HWRC) for its residents to deposit their own household waste, as set out in the Environmental Protection Act 1990 (EPA 1990 part 2, 51b). Key aspects of the responsibilities of both site users and site staff are set out in the user guide/policy.

6.2. Finance

- 6.2.1. There are no financial implications from the adoption of this user guide/policy

6.3. Policy

- 6.3.1. Household Waste and Recycling Centres support the vision within the Corporate Plan for an open, fairer, greener Cheshire East and the goal to improve recycling and reuse rates within the borough.

6.4. Equality

- 6.4.1. There are no equality implications arising from this report.

6.5. Human Resources

- 6.5.1. There are no human resources implications arising from this report.

6.6. Risk Management

- 6.6.1. The user guide/policy brings together, into one document, all the important information about household waste recycling centres to ensure that risks on site are reduced to a minimum.

6.7. Rural Communities

- 6.7.1. There are no rural community implications

6.8. Children and Young People/Cared for Children

- 6.8.1. There are no children and young people/cared for children implications arising from this report.

6.9. Public Health

6.9.1. The user guide/policy make the expectations on site staff and users clear so that all the household waste recycling centres are run safely and efficiently.

6.10. Climate Change

6.10.1. There are no climate change implications arising from this report.

| Access to Information | |
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| Contact Officer: | Ralph Kemp, Head of Environmental Service ralph.kemp@cheshireeast.gov.uk |
| Appendices: | Appendix 1. User guide/policy Appendix 2. Customer Charter |
| Background Papers: | |