

1. Appendix 1

Cheshire East Council

Household Waste Recycling Centre Policy and User Guide

Updated 2022



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1. Introduction

- 1.1. We are committed to providing excellent and efficient local services and we have a duty to provide places for residents to dispose of their household waste. There are household waste recycling centres (HWRC) across the borough to do this.
- 1.2. We are committed to maintaining high standards at our sites and will ensure they remain safe, secure and clean places to use, work in, or live near to.
- 1.3. Household Waste Recycling Centres are provided for Cheshire East residents to bring their waste to so that we can reuse, recycle, compost or dispose of it safely. This guidance describes the following:
 - What is expected of customers using the sites
 - Who can use the HWRC
 - The types of waste you can dispose at the sites
 - The types of non-household wastes you can dispose and the costs payable
 - Enforcement on site (p9).

2. Resident Responsibilities – before the site visit

- 2.1. To reduce the amount of waste sent for disposal you should sort and separate different materials before your visit, ensuring materials are placed into the appropriate containers at the site.
- 2.2. Give yourself enough time. Do not arrive with less than 15 minutes to closing time because there may be other users on site and you may not have time to unload.
- 2.3. Wear appropriate clothing and footwear. We strongly recommend that appropriate footwear is worn and would discourage the wearing of items such as flip-flops or high heels. The use of safety or gardening gloves for off-loading your waste is also recommended.
- 2.4. Bring waste you can comfortably manage to carry. Staff may be available to assist but this must not be assumed.
- 2.5. Consider if bulky or oversized items could be collected by our charity partners, for a charge – see our website for more details [Bulky household waste collection \(cheshireeast.gov.uk\)](https://www.cheshireeast.gov.uk/bulky-household-waste-collection).

3. Resident Responsibilities – on site

- 3.1. Please follow any instructions given by site staff and on signs, notices or markings and deliver your waste in an appropriate container that you can safely lift. Please do not shovel your waste into the containers. If you need help please ask the site staff for assistance but please be aware that you may have to wait at busy times.

- 3.2. The site staff make sure the HWRC is safe and used appropriately. You could be refused access to the centre if you do not follow their instructions or the site rules. We do not tolerate abusive behaviour. See the
- 3.3. Where younger children and pets are in the vehicle they are not allowed out of the vehicle on site. Our sites are busy with many moving vehicles and people carrying heavy items and therefore not safe for children and pets.
- 3.4. Ownership of waste passes to the council when you deposit your waste. Please be aware that once you have handed your waste to staff or placed it into a container it may be sorted further so that we can reduce what is sent to disposal (we do not operate a confidential waste service).
- 3.5. Our recycling centres are exclusively for the use of Cheshire East residents to deposit their household waste.
- 3.6. CCTV is in operation at all our sites and used for the safety of staff and site users.
- 3.7. Please note: the Council, at its discretion, may introduce Automatic number plate recognition (ANPR), or body worn camera monitoring (see 15.6).
- 3.8. Deposited goods may be sold or reused 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.
- 3.9. Your waste may be checked on arrival, site attendants reserve the right to publicly open any bags and/or boxes in order to check contents.
- 3.10. Climbing into a waste container is strictly forbidden.
- 3.11. Items that we do not accept should not be left on site.
- 3.12. Depositing waste either outside the gate or elsewhere on site, other than in the designated containers, is fly tipping and subject to enforcement action.

4. Staff responsibilities

- 4.1. Members of staff will be available to assist customers in operational areas. If requested, assistance will be provided where safe to do so.
- 4.2. Staff will assess customers' needs, provide guidance and offer assistance.
- 4.3. Staff will be helpful, polite, respectful and fair.
- 4.4. Staff members can easily be identified by their work wear, branded hi-vis waistcoat and unique ID badge. They will provide their first name when asked to do so.
- 4.5. Customer queries will be dealt with in a polite, honest and courteous manner.
- 4.6. Staff will be able to provide contact details for our customer services team if needed.

- 4.7. Staff members demonstrate competence by operating in accordance with company policies and procedures to ensure all sites are operated in a safe and compliant manner.
- 4.8. Complaints will be investigated and corrected with all lessons learned.
- 4.9. Staff will report non-compliance issues impacting on the site and other customers to relevant supervision and partner agencies.

5. What you can recycle at the HWRC

- 5.1. Cheshire East HWRC are exclusively for the use of Cheshire East Council residents to dispose of their household waste. We can accept:
 - asbestos - at the sites in Crewe and Macclesfield only
 - batteries - both car and household batteries
 - beds, mattresses and soft furnishings
 - bric-a-brac (general reusable items)
 - cans - steel and aluminium
 - carpet
 - domestic appliances - large and small
 - fridges and freezers
 - fluorescent tubes and energy saving bulbs
 - glass
 - green garden waste
 - oil - engine oil and vegetable / cooking oil
 - paint
 - fibres – paper, card
 - Plasterboard – for small DIY projects only and only accepted at Macclesfield and Crewe. There is a charge for plasterboard. You must remove anything attached to the plasterboard for example tiles and insulation.
 - plastic bottles
 - rubble - please note this is for small DIY projects only and there is a charge for rubble, hard core, ceramics and plaster. See website for details - [Rubble charges \(cheshireeast.gov.uk\)](http://cheshireeast.gov.uk)
 - scrap metal
 - televisions and computer monitors
 - textiles/clothing/shoes (these should be bagged) - duvets, pillows and cushion pads should **NOT** be put in the textile banks.
 - Wood



6. Bonded Asbestos

- 6.1. Residents can dispose of cement bonded asbestos at Crewe and Macclesfield HWRC only.
- 6.2. You should telephone the site before you visit to check that they have capacity. You should report to the attendant when you get there.

- 6.3. You must double-bag or double-wrap and seal in heavy duty polythene all bonded asbestos as required by our waste management licence.
- 6.4. When handling, transporting and disposing of bonded asbestos waste, we advise you to:
- keep the material damp
 - avoid breaking up large pieces
 - ideally transport in an enclosed vehicle or covered trailer
 - wear a face mask and gloves.
- 6.5. No more than six sheets of asbestos can be accepted per property. We recommend that you hire a specialist skip and consult asbestos removal contractors for larger scale work.

7. What you cannot recycle at the HWRC

- 7.1. We cannot accept:
- trade, commercial or business waste (except for small amounts of rubble waste which is chargeable). This includes landlords disposing of waste from rental properties, who must make business waste arrangements. Please note: whilst commercial/trade waste is currently not accepted, the Council reserve the right to expand this service.
 - gas cylinders – they are the property of the gas company and you should return them to the supplier
 - tyres
 - household waste that you have been paid to dispose
 - household waste that isn't from where you live.

8. Taking waste on behalf of family, friends or neighbours

- 8.1. You are allowed to use HWRC to dispose of waste belonging to a family member, friend or neighbour providing that they are a resident of Cheshire East and you do not advertise the service or receive payment in connection with the collection and/or disposal of the waste.

9. Charge for Non-household waste

- 9.1. Waste created from home improvements, repairs and alterations to your home, such as hardcore, rubble and plasterboard is defined by the Environment Agency as non-household waste and we have no legal duty to accept it. For further details please visit our website - [Rubble charges \(cheshireeast.gov.uk\)](http://cheshireeast.gov.uk)
- 9.2. Whilst the council has always provided a discretionary service at its HWRC to ensure residents have a disposal option for these materials, they are expensive to dispose of. We have therefore introduced a charge to ensure that the sites can continue offering this service.
- 9.3. On arrival to the site you will need to agree with the site manager the amount of hardcore, rubble and plasterboard you have and have paid the

correct amount before emptying your vehicle. All payments must be made by debit/credit card or other electronic means such as applepay. No cash or cheques will be accepted. Receipts will be provided.

What if I don't want to pay?

- 9.4. If you do not want to pay you will be asked to leave the site with your waste and will have to source an alternative disposal option.

What if I can't pay?

- 9.5. If you are unable to pay you will be asked to leave the site with your waste and return later with a means of payment. You will be allowed to dispose of any household waste free of charge.

10. Restricted Vehicles and Waste Permits

- 10.1. Restrictions on the use of certain types of vehicles have been introduced at the HWRC to prevent the illegal deposit of commercial or trade waste at the sites. Therefore, you may need to register and apply for a permit before being allowed to deposit your household waste at our sites depending on the type of vehicle it is. Registering can be done here [Household waste permit scheme \(cheshireeast.gov.uk\)](http://cheshireeast.gov.uk)
- 10.2. We cannot accept trade, commercial or business waste, this includes landlords disposing of waste from rental properties. We cannot accept waste if you have been paid to take it. The Council has the discretion to change this in the future.
- 10.3. You will need a household waste permit to dispose of your household waste if you drive a van, pickup, commercial type 4x4 or use a trailer between 1.5 and 3.5 metres in length. The length of trailers refers to the total internal length of the trailer box (excluding the tow bar).
- 10.4. We consider a van to be:
- any vehicle without side rear windows and / or rear seats
 - any flat back vehicle
 - any pick-up vehicle



- 10.5.** We cannot allow any trailers over 3.5 metres or any vehicles over 3.5 tonnes gross vehicle weight (GVW) to use any Cheshire East Household Waste Recycling Centre.
- 10.6.** Only Crewe and Macclesfield can accommodate trailers over 2.5 metres in length.

11. Household Waste Permits

- 11.1.** We issue an online permit free of charge. Permits are only valid for the deposit of household waste.
- 11.2.** The permit holder must live at the address the household waste is from. You can add another name to your permit if someone is taking the household waste on your behalf, for example your partner, spouse or relative. A permit is valid for 6 months and can be used for up to 6 visits. You can apply for another permit 30 days before your permit expires.
- 11.3.** If you need assistance to apply for a permit you can call our waste permits team on 0300 123 5011 between 8.30am and 5pm Monday to Friday.
- 11.4.** Each time you visit a Council Household Waste Recycling Centre with any sort of van, pickup, commercial type 4x4 or a trailer between 1.5 metres and 3.5 metres (internal length) you must show to attendants:
- your permit - you can show this on your mobile phone
 - proof of address of the permit holder - this must be where the household waste is from. You can use a driving licence, current council tax bill or a utility bill no more than 3 months old as your proof of address
- 11.5.** You will be refused entry to the centre if you arrive in one of these vehicles without a permit.
- 11.6.** You can see how often your permit has been used, how many visits remain on your permit and when your permit expires on our website.

12. Charity permits

- 12.1.** Cheshire East Council recognise that charities provide a valuable service to the community and to enable careful waste management have a charity permit scheme. If you are interested in this scheme, please email CheshireEastCouncilCustomerServices@cheshireeast.gov.uk or call 0300 123 5011 for further details.

13. Trade waste policy

- 13.1.** The Council is developing its approach to trade waste and exploring the options available. These will be clarified in the future.

14. HWRC opening hours and sites

- 14.1. Our HWRC are open seven days a week throughout the year including Bank Holidays. They only close on Christmas Day.
- 14.2. Please allow sufficient time to unload all of your waste from your vehicle before the closing times. Sites will close to vehicles up to 15 minutes before time to enable the users on site to safely empty their vehicles.

Table 1 – Opening times

Months	Times	Additional Information
October - March	08:30 – 16:00	Closed on Christmas Day
April - September	08:30 – 17:00	Closed on Christmas Day

Table 2 Locations of the Household Waste Recycling Centres

HWRC	Address	Telephone number
Alsager	Off Hassall Road, Alsager, ST7 2SJ	01270 877691
Bollington	Off Albert Road, Bollington, SK10 5HW	01625 576458
Crewe	Pyms Lane, Crewe off the A530 Middlewich to Nantwich Rd, CW1 3PJ	01270 215818
Knutsford	Off Mobberley Rd (B5085), Shaw Heath, Knutsford, WA16 8HT	01565 650944
Macclesfield	Off the A536 Macclesfield to Congleton Rd, Gawsorth, Macclesfield, SK11 9QP	01625 421290
Middlewich	Croxton Lane, Middlewich, CW10 9EZ	01606 837128
Poynton	Off Anson Road, Poynton, SK12 1TD	01625 871441

15. Enforcement on Site

- 15.1.** Cheshire East Council has a statutory requirement to provide HWRC for its residents to deposit their own household waste, as set out in the Environmental Protection Act 1990 (EPA 1990 part 2, 51b). The HWRC are currently run by external contractors for the day-to-day operation of the HWRC on behalf of CEC. The safe management of these sites, visited by over 15,000 residents per week, depends on trained staff and site users who adhere to the rules.
- 15.2.** The Council takes a four step approach to enforcement issues with its principal concern to engage, educate and encourage site users to do the right thing. It is expected that the majority of site infringements will be dealt with via contracted site management. The Council does however recognise that on occasion other, more formal enforcement might have to be considered and site staff are committed to providing relevant information on those persistently or seriously breaking site rules which have an impact on the majority using the sites. This could lead to a person being banned from using any of the Council's sites for a given period of time.
- 15.3.** Enforcement is any formal or informal action taken to prevent or rectify infringements of legislation or policy. This relates to the following issues which can occur at the sites:
- Trade waste abuse – where a person deposits, or attempts to deposit, trade or commercial waste (waste from a business) at a HWRC
 - Theft of materials – where a person or persons other than those contracted to do so, removes waste materials from the HWRC without permission
 - Fly-tipping – Waste is sometimes left at the entrance to the HWRC or not placed in the appropriate containers
 - Abuse of staff and other customers – where a member of staff or any other HWRC user/ customer is subjected to harassment, physical harm or verbal abuse by a site user.
 - Non-adherence to HWRC policy – where a person disregards site management policy e.g., limits and/or charging for specific material streams, type of vehicle used to access sites, and health and safety policies.
- 15.4.** The enforcement options may differ where different areas of legislation are used, but the principles of application should remain consistent.
- 15.5.** Enforcement includes visits, inspections, verbal and written advice, assistance with compliance, written warnings, the servicing of statutory notices, issuing of fixed penalty notices, formal cautions, prosecutions, and liaison and co-operation with other enforcement authorities and organisations where appropriate.

15.6. This section must be read in conjunction with the following:

- [Cheshire East Enforcement Policy](#) - This provides an overarching view on how Cheshire East Council and its officers undertake regulatory and enforcement action as part of day to day work and the informal and formal actions that are available
- [Community Enforcement Policy](#) – this provides advise and information to businesses and individuals with regards to the legislative powers available to the Community Enforcement Team for the effective enforcement of waste and abandoned and nuisance vehicle offences and the decision-making process when considering enforcement action
- [Anti-Social Behaviour Enforcement Policy](#) – this provides advise and information to businesses and individuals with regards to the legislative powers available to the Anti-Social Behaviour Team in relation to the effective enforcement of Anti-Social Behaviour incidents
- [Regulatory Enforcement and Sanctions Act 2008](#) as amended, which established the Primary Authority scheme. We will comply with the requirements of the Act when we are considering taking enforcement action against any business or organisation that has a Primary Authority relationship and, in those circumstances, will have regard to guidance issued by the secretary of State in relation to Primary Authority.
- It is the intention of the Council to give consideration to the deployment of overt surveillance at Council HWRCs, incorporating an automatic number plate recognition ("ANPR") system. Such surveillance will be introduced and operated in accordance with the Surveillance Camera Code of Practice as required by S.33, Protection of Freedoms Act 2012 and, in particular, the 12 guiding principles set out in the Code. If appropriate, advice will be sought from the Office of the Information Commissioner before the deployment of any such system.