Waste Management Service -
Household Waste Recycling Centre Site rules and procedures

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1. Reasonable Use and Access Procedure

1.1 Purpose of Household Waste Recycling Centres (HWRCs)

Household Waste Recycling Centres (HWRCs) are provided to enable residents to dispose of excess household waste and recycling which cannot reasonably be accommodated within the kerbside waste and recycling service.

This procedure sets out the conditions under which HWRCs may be used, ensuring:

- Legal compliance
- Efficient and safe site operation
- Fair and reasonable access for residents
- Prevention of illegal commercial waste disposal

1.2 Eligibility and Permitted Use

HWRCs are available exclusively to residents of Cheshire West and Chester who contribute to the funding of these facilities.
Sites may only be used for the disposal of the resident's own household waste. The disposal of commercial, trade, or any other non-household waste is strictly prohibited.

1.3 Monitoring and Data Collection

All HWRC sites are monitored through Automatic Number Plate Recognition (ANPR) and Closed-Circuit Television (CCTV) systems. In addition, site staff are equipped with body-worn cameras.
All data collected through these systems is managed and processed in accordance with the Council's Data Collection and Usage Policy.

1.4 Annual Visit Allowance

1.4.1 Each household is entitled to a maximum of **30 HWRC visits within a 12-month period** from first registration. Visits may be taken over a short period or spread throughout the year, depending on individual need.

Every visit made to a HWRC for the purpose of disposing of waste or recycling is recorded through the ANPR system and deducted from the household's annual allowance.

Residents are encouraged to plan their visits responsibly and to avoid unnecessary or excessive use, particularly during peak periods. The system is designed to provide flexibility by allowing residents to choose which registered vehicle to use, based on the type of waste being disposed of.

1.4.2 Registration Renewal

Residents will be notified of upcoming registration expiry via email approximately one month

prior to the end of their 12-month registration period. The notification will include a direct link enabling residents to renew their registration.

1.5 Vehicle Types and Visit Deductions

1.5.1 Standard Vehicles (Domestic Use)

All visits made in a standard vehicle count as **one visit**, including visits where a small trailer under 1.6m is towed.

Standard vehicles include:

- Cars (including people carriers, estate cars, and SUVs)
- Minibuses or minivans with windows all the way around and seats throughout
- Camper vans
- Vehicles adapted for use by a disabled person

1.5.2 Commercial-Type Vehicles (Domestic Use)

All visits made in a commercial-type vehicle count as two visits, including visits where any permitted trailer is towed – see 2.7 (Vehicle Restrictions)

Commercial-type vehicles include:

- Cars with panelled windows and/or rear seats removed
- Minibuses or minivans with panelled windows, removed seating, and/or 10 or more seats
- Vans
- Open-back vehicles, including pick-up trucks, with or without a cover

1.6 Visiting on Behalf of Another Resident

Reasonable use arrangements allow residents who are already registered to visit HWRCs on behalf of another resident within the Cheshire West and Chester borough to help them make use of the sites where necessary. This enables family members or friends to help residents (without receiving any payment from the person they are helping) who do not own a vehicle or require assistance because they are too unwell or infirm to visit the HWRC sites in person.

1.6.1 Helpers who are a Cheshire West Resident

Each vehicle used to access the service can only be registered to one Cheshire West and Chester address at any given time. If the person offering assistance has a vehicle that is already registered to use the HWRC service at their own address, they can not also register it to a second address. Therefore any visits made whilst helping a friend or family member (without receiving payment) will be deducted from the visit allocation of the registered address. If that user uses up their own allocation of visits because they are helping others, additional visits (that must only be made in a standard vehcile) may be requested (See section 1.7).

1.6.2 Helpers who live outside the borough

If a Cheshire West and Cheshire Resident needs help from a friend or family member who lives outside the Council area, they may choose to add their friend or family's vehicle to their own HWRC pre-registration account using their own address providing:

- The vehicle is a standard vehicle (Commercial vehicles used by non-residents can not be registered).
- The vehicle is not registered to any other Cheshire West and Chester household
- The user co-operates with enquiries made by the council or operational site staff if verification of details is requested (This may include completing a Waste Declaration Form).

1.7 Additional Visits

1.7.1 Where exceptional circumstances require visits beyond the annual allowance, residents may request additional visits via their registration account. Requests will be assessed on a discretionary basis, subject to appropriate checks and conditions.

Residents may apply for additional visits **once within any 12-month period**. No further applications will be considered within the same period, regardless of whether the additional visits have been fully used.

The Council recognises that some households may occasionally require more than the standard annual allowance. "Exceptional circumstances" are not defined as a fixed list, as each request will be considered on its individual merits. However, examples of situations that may be considered include:

- Moving house
- Bereavement-related property clearance
- One-off events resulting in unusually high volumes of household waste (e.g. storm damage)
- Supporting a relative, neighbour or friend within the borough who is unable to access the site independently
- Regular garden waste deposits (e.g. following landscaping works)

With the exception of garden waste produced by the householder, additional visits will not normally be granted to accommodate ongoing or routine excess waste production. The Council reserves the right to request supporting evidence where appropriate to substantiate a request.

1.7.2 Allocation of Additional Visits

The number of additional visits granted will depend on the reason for the request:

- **Moving home, property clearance, home improvements, or excess waste**:

    - Up to **5 or 10 additional visits**
- **Garden waste (e.g. regular garden waste deposits or landscaping)**:
    - Up to **5, 10, or 15 additional visits**, depending on the scale of work
- **Supporting another resident (friend/relative within the borough)**:
    - Up to **5 or 10 additional visits**
    - The requesting resident must provide the address(es) of the household(s) being supported in addition to their own address.
    - Supported properties must:
        - Be within the borough
        - Not already be registered and actively using their own visit allowance

Additional visits will not normally be granted to accommodate ongoing or routine excess waste production. The Council reserves the right to request supporting evidence where appropriate to substantiate a request.

Households that are subject to **restricted access or suspension** will not be eligible to apply for additional HWRC visits. Such requests cannot be submitted or processed until the restriction has been lifted.

1.7.3 Vehicle Restrictions

Additional visits are only available to residents using **standard (non-commercial) vehicles**. Requests for additional visits will **not be permitted** where the waste is transported using a **commercial-type vehicle** or a **trailer exceeding 1.6 metres in length**.

Any additional visits granted may be subject to a reasonable cap within a specified period, to ensure the fair and equitable use of the service.

This approach ensures flexibility while maintaining a fair, proportionate and consistent application of the policy across all residents.

1.8 Reuse Shops

Both residents and non-residents may visit reuse shops located at HWRCs without affecting any allocated visit allowance, provided that no waste is deposited at the site. The ANPR recorded visit may be removed on request of the resident by site staff during their visit only. Once a resident has left the site, the visit can no longer be removed and will remain deducted from the customer's allocated visits.

1.9 Excessive Use and Investigations

1.9.1 Non-Compliance with Site Requirements

Any individual who fails or refuses to comply with the HWRC procedures , or with reasonable requests or instructions issued by site staff, may be subject to investigation.

1.9.2 Misuse of Allocated Visits

- Any individual who attempts to access the site after exhausting their allocated number of visits may be investigated.

1.9.3 Use of Unregistered Vehicles

Any individual attempting to access the site using an unregistered vehicle may be subject to the following actions:

- Site staff will record the incident for review by the Council, and an alert may be placed against the vehicle.
- The individual may be required to complete a Waste Declaration Form (WDF).
- Access to the site will be denied where proof of residency cannot be provided.

Enforcement measures will apply as follows:

Standard unregistered vehicles:

- Verbal warnings will be issued in the first instance, up to a maximum of three warnings.*
- Unregistered vehicles attempting to use the sites after these warnings have been issued will be denied access (until they are registered), even when proof of address is provided.

Unregistered commercial vehicles:

- One verbal warning will be issued*.
- Subsequent attempts to access the site will result in the vehicle being denied access to deposit waste, even when proof of address is provided.

*This approach may be applied where a resident claims they were unaware of the vehicle registration requirement but provides appropriate proof of address or permit, in line with the previous policy.

1.9.4 Suspected Trade Waste or Further Investigation

- The driver of any vehicle type, including commercial-type vehicles, suspected of depositing trade waste or failing to comply with the Conditions of Use, may be required to complete a Waste Declaration Form (WDF) (see Section 16.4) as part of a further investigation.

1.9.5 Requests for Additional Visits

- Where a request is made for additional visits:
- The Council reserves the right to verify all information supplied as part of the application process, either at the time of application or at any point thereafter.
- The Council may refuse additional visit requests where the information provided cannot be substantiated or is found to be inaccurate.

2. Operating Hours Procedure

2.1 Overview of HWRC Provision

The Council operates **seven Household Waste Recycling Centres (HWRCs)** across the borough to provide residents with access to facilities for the disposal and recycling of household waste.

2.2 Site Classification

HWRCs are categorised as either **Primary** or **Secondary** sites, based on size, capacity, and the range of services provided.

2.2.1 Primary Sites

Primary sites are larger facilities designed to accept a wide range of household waste and recycling materials. These sites:

- Are open **seven days a week**
- Include a **reuse shop**, where residents can purchase unwanted items at low cost
- Operate a **one-way traffic system**
- Are designed to provide **safe and efficient access** for all users
- To note weather conditions can affect the opening hours of a site

2.2.2 Secondary Sites

Secondary sites are smaller facilities with more limited capacity. These sites:

- Are open **five days a week**
- Accept a **reduced range of materials**
- Have limited space for reuse activities
- May have **vehicle and trailer size restrictions**, particularly at the smallest sites, to maintain safety and minimise unloading times
- To note weather conditions can affect the opening hours of a site

2.3 Weekend and Public Holiday Arrangements

- **All HWRCs are open at weekends.**
- All sites are **closed on Christmas Day, Boxing Day, and New Year's Day**.

2.4 HWRC Locations

Primary Sites

- **Chester** – Bumpers Lane, off Sealand Road, Chester, CH1 4LT
- **Ellesmere Port** – Garth Road, off Bridges Road, Ellesmere Port, CH65 4LB
- **Winsford** – Leslie Road, Woodford Park Industrial Estate, Winsford, CW7 2RB

Secondary Sites

- **Frodsham** – Station Yard, off Church Street, Frodsham, WA6 6PN
- **Neston** – Clayhill Industrial Estate, off B5136 Liverpool Road, Neston, CH64 3RL
- **Northwich** – Marbury Lane, off Leicester Street, Northwich, CW9 5LN
- **Tattenhall** – Red Lane, Tattenhall near Chester, CH3 9BD

Further information about each HWRC is available on the Council's website:
www.cheshirewestandchester.gov.uk/hwrc

2.5 Seasonal Operating Hours

HWRC operating hours follow a **two-season schedule**:

- **Summer hours:** 1 April to 30 September
- **Winter hours:** 1 October to 31 March

2.6 Review of Operating Arrangements

Operating hours and access arrangements are reviewed **annually** to ensure that HWRC provision:

- Aligns with periods of highest demand
- Supports safe and efficient site operation

- Represents the most **cost-effective use of Council resources**

		Day													
		Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
Site		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

		Day													
		Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
Site		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

2.7 Vehicle Restrictions

To ensure the safe and efficient operation of HWRC sites, vehicle restrictions are in place due to limited space and restricted access at some locations.

- **Trailers over 3.5 metres in length** or **vehicles exceeding 3.5 tonnes gross vehicle weight** are **not permitted** at any HWRC.
- Due to specific access constraints:
    - **Car-derived vans, commercial vehicles (including pick-up trucks), vehicles over 5 metres in length, or trailers** are **not permitted** at:
        - Tattenhall
        - Frodsham
    - **Trailers over 2.5 metres in length** are **not permitted** at:
        - Northwich
        - Neston
- All vehicles entering an HWRC must display **number plates that meet legal requirements**.
    - Where a trailer is being towed, the trailer must display a number plate that **matches the towing vehicle**.

Failure to comply with vehicle restrictions may result in access being refused.

2.8 Pedestrian Access

Pedestrian access is permitted at the **Frodsham HWRC only**.

Pedestrians, including those arriving on foot or by bicycle, may bring waste to Frodsham HWRC subject to the following conditions:

- All pedestrians must **report to the security gate on arrival**
- Suitable **proof of residency** must be provided
- All instructions given by site staff must be followed at all times
- Designated **pedestrian walkways** must be used

Only waste that can be **safely carried by the pedestrian** is permitted. The maximum allowable quantity is no larger than:

- A **standard bin bag**, or
- A **rucksack**

Pedestrian access must **not** be used as an alternative to vehicle access. Residents are **not permitted** to:

- Drive to the site,
- Park nearby, and
- Enter the HWRC on foot carrying waste.

Any misuse of pedestrian access may result in refusal of entry

3. Material Acceptance Procedure

3.1 Accepted Materials

Household Waste Recycling Centres (HWRCs) accept a defined range of household waste and recycling materials, as set out below.
This list is **reviewed on an ongoing basis** and may be amended at short notice in response to:

- Legislative changes
- Health and safety requirements
- Significant changes in recycling market conditions

Residents are advised to check the Council's website for the most up-to-date information before visiting a site.

3.2 Materials Accepted by Site

Key:

- ✓ Accepted at site
- ✗ Not accepted
- Kerbside Only – use the kerbside waste and recycling service

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

Commodity	Chester	Ellesmere Port	Frodsham	Neston	Northwich	Tattenhall	Winsford
Plastic bottles	✓	✓	Use kerbside service	✓	✓	Use kerbside service	✓
Household & Bulky Waste	✓	✓	✓	✓	✓	✕	✓
Rubble & Soil	✓	✓	✕	✓	✓	✕	✓
Electricals	✓	✓	✓	✓	✓	✓	✓
Textiles	✓	✓	✓	✓	✓	✓	✓
Tyres	✕	✕	✕	✕	✕	✕	✕
TV's	✓	✓	✓	✓	✓	✕	✓
Food Waste from August 2026	✓	✓	✓	✓	✓	✓	✓

Materials not listed above, or waste deemed unsafe or unsuitable by site staff, will not be accepted.

This list is correct at the time of publishing (July 2026). Please visit the Council website for up to date information about what each site accepts. Find a recycling centre | Cheshire West and Chester Council

4. Sorting of Waste and Recycling

4.1 Requirement to Sort Waste

All residents using HWRCs are required to **separate waste and recycling into the correct on-site containers**. This:

- Reduces disposal costs
- Maximises recycling rates
- Ensures valuable recyclable materials are not lost

To help make visits quicker and more efficient, residents are **strongly encouraged to sort waste at home before arriving on site**.

4.2 Inspection of site user's waste

- Site staff may inspect bags or containers to check they do not contain mixed waste.
- Residents may be asked to remove recyclable materials and place them in the appropriate containers elsewhere on site
- Cooperation with staff instructions is mandatory.

4.3 Sorting Stations

The following HWRCs are equipped with **sorting stations** to assist residents:

- Chester
- Ellesmere Port
- Neston
- Northwich
- Winsford

Residents may choose to use the sorting facilities where provided. Alternatively, residents may take their waste home to sort it and return at a later time to dispose of materials correctly in the range of containers offered at the site. (For a full and up to date list of items we can recycle or re-use at each HWRCs please visit Find a recycling centre | Cheshire West and Chester Council)

Instruction on the safe sorting of waste, including the correct use of any safety equipment available at the sorting station will be given. Guidance will also be displayed through on-site signage. Site staff may monitor residents while sorting waste to ensure compliance with safety procedures and the correct separation of recyclable materials.

Where mixed waste contains hygiene waste, loose food waste, broken glass, or other sharp objects, the waste must not be sorted at the sorting station. In such cases, the site staff may instruct the resident to dispose of the contaminated contents in the non-recyclable waste container. The resident will be advised of the requirement to present appropriately sorted waste in future visits, and the incident will be recorded.

This data will be used to help monitor future visits. Residents who repeatedly bring unsorted waste to HWRCs may be subject to investigation and may have restrictions placed on their access to site facilities.

4.4 Unsorted Waste and Restrictions

Any resident attempting to dispose of unsorted waste **without authorisation** may be placed on **restricted access** to HWRC sites.

Sites Without Sorting Shelters

Due to limited space, the following sites do **not** have sorting shelters:

- Frodsham
- Tattenhall

If residents attempt to deposit unsorted waste, they may be required to the waste home, sort it appropriately and return to the site to dispose of it correctly. Failure to comply may result in refusal of access.

Where mixed waste contains hygiene waste, loose food waste, broken glass, or other sharp objects, the site staff may instruct the resident to dispose of the contaminated contents in the non-recyclable waste container. The resident will be advised of the requirement to present appropriately sorted waste in future visits, and the incident will be recorded.

This data will be used to help monitor future visits. Residents who repeatedly bring unsorted waste to HWRCs may be subject to investigation and may have restrictions placed on their access to site facilities.

5. DIY Waste Procedure

5.1 Legislative Context and Definition

Government legislation sets out the types and amounts of **DIY waste** that local authorities are required to accept at Household Waste Recycling Centres (HWRCs) **free of charge**.

DIY waste is typically produced by householders carrying out **small-scale construction, repair, improvement, or demolition works** at their own home. This includes waste from fixtures and fittings that would normally remain within the property.

5.2 Free Disposal Eligibility

DIY waste may be disposed of free of charge at HWRCs where **all** of the following criteria are met:

- The waste is produced by a householder carrying out small-scale works at their own residence.
- The waste does **not** arise from any activity undertaken for payment or commercial gain.
- The waste is **not generated on a regular basis**, defined as **more than four HWRC visits within a four-week period**.
- The volume of waste per visit does not exceed:
    - **Two 50-litre rubble bags**, or
    - **One bulky or fitted item**, with maximum dimensions of **2 metres × 0.75 metres × 0.7 metres** (approximately the size of a bath or shower screen).

5.3 Monitoring of DIY Waste

DIY waste disposal is monitored against the **household address**, using the HWRC pre-registration and ANPR systems.
Where a household exceeds **four DIY waste visits within a rolling four-week period**, an alert will be generated, and further checks may be carried out.

5.4 Presentation and Containment of DIY Waste

To maintain safety, cleanliness, and efficient site operation:

- DIY waste must **not be presented loose**.
- Rubble, soil, and hardcore must be contained within **sturdy, manageable bags or containers**.
- All containers must be capable of being safely lifted and emptied by the customer.
- Site staff may refuse acceptance of waste that is unsafe, excessive, or incorrectly presented.

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6. Flexible Four-Week DIY Waste Allowance

To support residents whose waste disposal needs vary, households may allocate their **four-week free DIY waste allowance across fewer visits**, where necessary.

Once within any four-week period, a household may dispose of, **free of charge**, the equivalent of:

- Up to **eight 50-litre bags** of DIY waste, or
- Up to **four bulky or fitted DIY items**, or
- A combination of bags and bulky items that does not exceed the same overall allowance.

The total quantity presented in a single visit must **not exceed the household's four-week allowance**.

All waste disposed of under this allowance must:

- Be **household DIY waste only**
- Comply fully with all HWRC rules and material acceptance criteria
- Not arise from **commercial, business, or paid-for work** under any circumstances

Normal visit deductions apply when using the flexible allowance:

- A visit in a **standard vehicle** with or without a small trailer under 1.6m counts as **one visit**

- A visit in a **commercial-type vehicle or standard vehicle with a large trailer** over 1.6m counts as **two visits**

Usage continues to be monitored through the HWRC registration systems, and site staff are authorised to inspect loads to confirm compliance. Misuse may result in investigation or restricted access in line with the **HWRC Reasonable Use and Access Procedure**.

Types of DIY waste accepted

Items included within the legal definition of household DIY waste which would be accepted, within restricted amounts:	
Plastic or fibreglass, PVC	Shower trays, baths, shower screens, guttering or facia, drainage, and sewer pipes, window and door frames, PVC doors
Rubble, hardcore, concrete, gravel, Tarmac	Bricks, breeze blocks, paving slabs, concrete lintels, mortar and rendering, cement board, construction or landscaping gravel or pebbles, mixed or powder cement, marble/granite worktops
Glass	Plate sheet glass (e.g., windows), shower screens, tiles
Pottery, ceramic and porcelain	Baths, bidets, shower trays, floor and wall tiles, sinks, wash basins with a pedestal, toilets with a cistern
Sand	Sharp, play pit, sandbags (used for flood defence)
Slate	Roof slate, aggregate
Soil/stone	Soil and clay, flagstones
Turf	Lawn edging/removal
Plaster and gypsum-based items	Plasterboard sheets, plaster removed from walls, powder plaster
Other	Insulation, roofing felt, carpet, linoleum
Other household DIY waste the Council will continue to accept, with no restriction on the amount or charges:	
Wood, chipboard, MDF, laminated wood	Fitted cupboards and wardrobes, worktops, shelving, fencing, posts, garden sheds, decking, floorboards, parquet flooring, bannisters, skirting boards, panelling, doors (glass removed), window frames (glass removed)
Metal	Any metal suitable for recovery e.g., window frames (glass removed), pipes and fixings, metal panelling, garage doors, sheds, gates and fencing, wire

7. Charges for Additional DIY Waste

7.1 Chargeable DIY Waste

Residents may dispose of:

- DIY waste **in excess of the free four-week allowance**, or
- DIY waste **more frequently than four visits in four weeks**,

at HWRCs **for a charge**, where small-scale projects do not warrant the use of a skip or private contractor.

Charges are set on a **full cost recovery basis**, covering handling, transport, and disposal costs, and are reviewed **annually**.

7.2 Fees

Charges apply for the disposal of additional DIY waste beyond the free allowance, as follows:

- **A fee per 50-litre bag (or equivalent)**
- **A fee per single bulky DIY item**

All charges are reviewed annually and are published within the Council's Fees and Charges schedule https://www.cheshirewestandchester.gov.uk/asset-library/fees-and-charges-schedule-2026-27.pdf
Up to date charges will also be highlighted on the following web page: Find a recycling centre | Cheshire West and Chester Council

7.3 Payment Method

All payments must be made at the HWRC using the **cashless payment system**, administered by site staff.

7.4 Exemptions from Charges

The following DIY wastes are accepted **free of charge**, regardless of quantity:

- **DIY wood waste**, to discourage burning of waste
- **DIY waste suitable for scrap metal recovery**, where no disposal cost is incurred

8. Conditions of Site Use

Access to and use of Household Waste Recycling Centres (HWRCs) is subject to the conditions set out below. **Failure to comply with any condition may result in users being required to leave the site immediately and may lead to restricted or withdrawn access to all HWRCs.**

8.1 Eligibility and General Conditions

- HWRCs are provided **exclusively for residents of Cheshire West and Chester** to dispose of their **own household waste**.
- **Commercial, business, or trade waste is strictly prohibited** and will not be accepted under any circumstances.
- Materials that are not accepted at HWRCs must **not be left on site**.

- Depositing waste when an HWRC is closed, including leaving waste outside the site gates or perimeter, constitutes **fly-tipping** and may be subject to enforcement action.

8.2 Registration, Checks and Declarations

- All site users must **register their vehicles** before visiting an HWRC and ensure their registration details remain up to date.
- Where a **charity permit** is required, this must be presented to site staff **prior to use** of the site. Charity permits | Cheshire West and Chester Council
- Site users should **sort and separate waste before arrival** and ensure materials are placed in the appropriate on-site containers.
- Waste may be inspected on arrival. Site staff are authorised to **open bags or containers** to check contents.
- Users may be required to:
    - Provide **proof of residency**, and/or
    - Complete a **Waste Declaration Form (WDF)**
- Access to HWRCs may be restricted until the origin and eligibility of the waste has been confirmed.
- DIY waste may only be disposed of free of charge where it meets **all criteria set out in legislation and this procedure**.

8.3 Re-use and Recovery

- To reduce waste sent for disposal, deposited items may be **reused or sold** through approved reuse schemes or outlets.
- The **exchange, sale, or gifting of items directly between site users** on HWRC sites is **not permitted**.
- Where designated “free-to-take” re-use areas are provided, residents may take items at no charge.
  Items may only be placed within the re-use area by site staff. Residents wishing to donate items for re-use (whether for resale or free distribution) must leave these at the designated donation point or hand them directly to a member of site staff.

8.4 Site Monitoring

- **Automatic Number Plate Recognition (ANPR)**, **CCTV**, and **body-worn camera monitoring** operate at all HWRC sites to support safety, compliance, and enforcement.

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9. Health and Safety on Site

All visitors must act responsibly and comply with health and safety requirements at all times.

9.1 Behaviour and Conduct

- Visitors must follow all **instructions issued by site staff**, as well as on-site **signage, notices, road markings, and traffic systems**.
- **Abusive, aggressive, or intimidating behaviour** towards staff or other users will not be tolerated. Any such behaviour will result in immediate removal from the site and may lead to restricted access across all HWRCs.

9.2 Personal Safety Requirements

- **Children aged 12 and under** and **pets** must remain **inside vehicles at all times**.
- Visitors should wear **suitable footwear and gloves** when handling waste.
- **Smoking, vaping, and covert filming or photography** is strictly prohibited.
- Site users must take care when unloading waste and **must not climb into skips** for any reason.
- Site users must ensure that their vehicle engine is switched off and the handbrake is fully engaged before exiting the vehicle.

9.3 Presentation of Waste

- All rubble, soil, and hardcore must be presented in **containers**, not loose.
- Containers must be **manageable in size and weight**, allowing safe lifting and emptying by one person.
- Waste may be refused where it presents a safety risk.

9.4 Pedestrian Access

- For safety reasons, **pedestrian access is permitted only at Frodsham HWRC**, where a dedicated pedestrian gate is provided.
- All pedestrian access at Frodsham HWRC is subject to compliance with site rules and staff instructions.

9.5 Staff Conduct and Responsibilities

HWRC staff play a key role in maintaining safety, compliance, and customer service standards. Staff are required to adhere to the following principles:

- Staff will be **present in operational areas** and available to assist customers.
- Where requested, staff will provide assistance **where it is safe and appropriate to do so**.
- Staff will assess customer needs, provide clear guidance, and offer support in a **helpful, polite, respectful, and fair** manner.
- Customer enquiries will be handled in a **polite, honest, and courteous** way.
- Staff are clearly identifiable by **branded high-visibility workwear** and will provide their **first name** when requested.

- Where necessary, staff will provide **contact details for the Council's Customer Services Team**.
- Staff will operate strictly in accordance with:
    - HWRC policies and procedures
    - Health and safety requirements
    - Environmental and legal obligations
- All sites will be managed to ensure **safe, lawful, and compliant operation** at all times.
- If residents require assistance when visiting a site due to a disability or other protected characteristic, they can speak to a member of staff on arrival. Staff will provide assistance where it is safe and reasonable to do so.

9.6 Staff Accountability

- Any incident of **poor practice or failure to comply with required standards** will be investigated.
- Where appropriate, such incidents will be addressed in line with the **contractor's disciplinary procedures**.

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10. Vehicle Restrictions

Vehicle restrictions apply at HWRCs due to site layout, limited space, and health and safety considerations.

10.1 General Vehicle Restrictions

- **Trailers exceeding 3.5 metres in length** are not permitted at any HWRC.
- **Vehicles exceeding 3.5 tonnes gross vehicle weight** are not permitted at any HWRC.

10.2 Site-Specific Restrictions

Due to access limitations:

- **The following vehicles are not permitted at Tattenhall or Frodsham HWRCs**:
    - Car-derived vans
    - Commercial vehicles, including pick-up trucks
    - Vehicles over **5 metres in length**
    - All trailers
- **Trailers exceeding 2.5 metres in length** are not permitted at:
    - Northwich
    - Neston

10.3 Number Plate Requirements

- All vehicles entering an HWRC must display **legally compliant number plates**.
- Where a trailer is towed, the trailer must display a **number plate matching the towing vehicle**.

10.4 Vehicle Compliance and Enforcement Checks

As part of enforcement activity and investigations into suspected site misuse or illegal activity, the Council may retrospectively verify that vehicles using HWRC sites hold valid motor insurance, MOT, and vehicle tax.

Where a vehicle is identified as not meeting these legal requirements, the following actions may be taken:

- The vehicle may be refused access to HWRC sites or placed under suspension for future visits.
- The matter may be referred to the relevant enforcement authorities, including submission of intelligence reports where appropriate.

Failure to meet road legal requirements may be considered indicative of non-compliance with site conditions and may result in further investigation.

11 Mandatory Registration

All users must **register their vehicles before visiting** any Household Waste Recycling Centre (HWRC).
Registration is a **one-off process per household** and remains valid unless:

- The household changes vehicle(s), or
- The household moves to a new address

Residents are responsible for ensuring that their registration details remain **accurate and up to date**.

To help residents maintain access to HWRCs, the Council will issue an **annual reminder** requesting households to review and confirm their vehicle registration details in order to **keep their access active**.

Vehicles that are not registered, or whose registration details are not kept up to date, may be denied entry to HWRC sites.

11.1 Use of Automatic Number Plate Recognition (ANPR)

All HWRC sites operate **Automatic Number Plate Recognition (ANPR)** systems.

ANPR is used on entry to:

- Identify the vehicle
- Verify that the vehicle is registered to an eligible Cheshire West and Chester household
- Record visits against the household's annual allowance

Vehicles that are not registered, or that are not eligible, may be refused access.

11.2 Eligibility of Non-Residents

Visitors from **outside the Cheshire West and Chester borough** are permitted to access **reuse shops only** without pre-registration.

Only residents may deposit waste or recycling at HWRC sites. However, a resident may register a standard (non-commercial) vehicle belonging to another individual to act on their behalf, enabling waste to be brought from the registered household where necessary (for example, due to lack of transport, illness, or similar circumstances). This provision does not apply to commercial vehicles, which are not permitted to deposit household waste under any circumstances.

11.3 Registered Vehicles Per Household

Each household may register **up to three vehicles**, subject to the following conditions:

- A maximum of **one commercial-type vehicle** may be registered per household
- All registered vehicles must comply with the HWRC **vehicle size and access restrictions**
- The Council reserves the right to refuse or remove vehicle registrations where misuse is identified

11.4 Additional Visits

Where households require visits in excess of their standard allowance, **additional visits may be requested** through the registration system.
All requests are subject to eligibility checks and compliance with the Council's **HWRC Reasonable Use Procedure.**

Vehicle type	Examples (summary)	Information required	Counts as
Standard vehicles (domestic use*)	Cars, estates, SUVs, people carriers, camper vans, motorcycles, scooters, disabled-adapted vehicles, domestic 4x4s, minibuses with windows & seats	Name & address Vehicle make, model & registration	**1 visit** (with or without a traile
Commercial-type vehicles (domestic use*)	Panelled cars, cars with seats removed, vans (all sizes), pick-ups, crew cabs, small tippers, car-derived vans, minibuses with panelled windows or 10+ seats	All of the above **plus**: Proof of address V5 or employer authority letter (if registered elsewhere)	**2 visits** (with or without a traile

**Waste from commercial premises or produced by businesses or any "paid for" work is not permitted at any HWRC site.*

11.5 Vehicle Registration Limits

Each household may register **up to three vehicles** for use at Household Waste Recycling Centres, subject to the following limits:

- Three **standard vehicles**, or
- Two **standard vehicles** and **one commercial-type vehicle**

Trailers do not require separate registration.
However, all visits made using trailers remain subject to vehicle size limits, site-specific restrictions, and the Council's **reasonable use procedures**.

All registered vehicles are monitored and assessed in line with the **HWRC Reasonable Use and Access procedure**.

11.6 Registration Requirements

To register a vehicle for use at HWRCs, residents must provide the following information:

- A **contact email address and/or telephone number**
- **Home address**, which must match the resident's **Council Tax record**
- **Name of the lead applicant**, which must also match the Council Tax record
- **Vehicle details**, including:
    - Registration number
    - Make and model

- Name of the registered keeper

Registrations that cannot be verified against Council Tax records may be refused or suspended.

11.7 Registration of Commercial-Type Vehicles

Commercial-type vehicles must be registered **online**, as additional verification is required. Residents must upload a copy of their **driving licence** together with one of the following documents:

- A **V5 vehicle registration document**, where the registered keeper's address matches the Council Tax record; **or**
- Where the vehicle is **leased**, a copy of the **lease agreement**; **or**
- Where the vehicle is **company-owned and registered to a different address**, a **signed letter of authority** confirming that the vehicle is available for the resident's **personal household use only**

A driving licence is required to verify the identity and residency of the applicant and forms part of the eligibility checks for access to Household Waste Recycling Centres.

The Council reserves the right to refuse registration where the evidence provided does not satisfactorily demonstrate residency, eligibility to use the service, or that the vehicle is being used for personal household purposes.

11.8 Hire Vehicles

Residents may use a hire (rented) vehicle to access the site up to four times within a 12-month period. Each time a hire vehicle is used, it may access the sites for a maximum of three consecutive days.

Hire vehicles must be registered in advance via the online system for a specified period, with a selected start date. Where the vehicle registration is not known at the time of booking, residents may still complete the registration.

Upon registration, a QR code will be issued by email. This QR code is valid only for the selected period and must be presented to site staff on arrival, before any waste is deposited.

All residents using a hire vehicle must also provide the relevant hire documentation during their visit. Failure to present a valid QR code and supporting documentation may result in refusal of access.

11.9 Data Handling - site user documents

All documentation submitted during the commercial-type vehicle registration process is used solely for verification purposes and is destroyed immediately after checks have been completed, in accordance with data protection requirements.

12. Charity Waste Acceptance Policy

12.1 Charity Permits

Charities wishing to dispose of household waste at Household Waste Recycling Centres (HWRCs) must hold a valid **Charity Permit** issued by Cheshire West and Chester Council. Further details on permits are available via the Council's website.

12.2 Use of Personal Vehicles by Charity Workers and Volunteers

Where charity workers or volunteers use their personal vehicle to transport and dispose of waste on behalf of an approved charity, a valid charity permit must be presented upon arrival at the site. This ensures that such visits are not deducted from the individual's personal household allocation.

All vehicles transporting waste on behalf of a charity must carry:

- A copy of the charity permit; and
- A valid Waste Carrier Licence (WCL) for the charity.

These documents must be kept within the vehicle and made available for inspection upon request by any authorised officer.

12.3 Conditions of Charity Waste Disposal

Disposal of charity waste at HWRCs is subject to the following conditions:

- Waste may only be deposited at the **primary HWRC sites** located at:
    - Chester
    - Ellesmere Port
    - Winsford
- Waste may only be deposited **on weekdays (Monday to Friday)**.
- All waste must be **segregated** to maximise reuse and recycling.
- Only waste generated from **domestic households within the Cheshire West and Chester borough** may be accepted.
- Charity waste must comply with all other HWRC material acceptance rules.

12.4 Vehicle Restrictions for Charity Waste

All vehicles used to deposit charity waste must:

- Be **under 5 metres in length**
- Have a maximum **gross vehicle weight of 3.5 tonnes**

Vehicles that do not meet these criteria may be refused access.

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13. Restricted Access Procedure

13.1 Purpose

HWRCs are funded by residents of Cheshire West and Chester and are provided **exclusively for the disposal of household waste**.
It is **illegal for businesses**, regardless of size, to use these facilities.

The Council's restricted access procedure enables the Authority to meet its legal duties by applying **additional controls** where users have failed to comply with the **Conditions of Site Use** or **Reasonable Use procedures**.

13.2 Decision to Apply Restricted Access

The decision to place a user on restricted access will be made by the **Compliance and Enforcement Manager or Strategic Waste Manager**, or other appropriate authorised officer appointed by the Council. If a site user is placed on Restricted Access, this means all vehicles registered to the same household will also be placed on Restricted Access automatically.

Where restricted access is applied:

- The affected household will be **notified in writing**
- Notification will be sent to the **registered address of the vehicle**

13.3 Arrangements Under Restricted Access

Once restricted access is in place:

- The household and all associated registered vehicles may only access HWRCs **by prior appointment**.
- Appointments are:
    - **Site-specific**
    - Arranged through the **Council's Customer Contact Centre**
    - Required to be made **no less than three working days** in advance

On the scheduled visit:

- Access is permitted **only on the pre-arranged date**
- The user must report directly to the **Enforcement and Compliance Manager or the Duty Manager on** arrival

- All waste will be **inspected**
- The user will be **accompanied while** unloading
- The process may be recorded using **CCTV and body-worn camera systems**

13.4 Removal of Restricted Access

Restricted access will remain in place until:

- The Enforcement and Compliance Manager has **witnessed compliant use of the site on three consecutive occasions**, in accordance with:
    - The Household Waste Recycling Centre procedures
    - The Reasonable Use procedures

Once this requirement has been met, the user will be **notified in writing** that restricted access has been removed.

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14. General Provisions

14.1 Aims and Objectives

The Council's objective is to provide a **cost-effective, best-practice HWRC service** to residents, ensuring compliance with all legal requirements, including those under the **Environmental Protection Act 1990**.

This policy seeks to:

- Maximise reuse and recycling
- Prevent the illegal disposal of commercial waste
- Protect public funds and site capacity

14.2 Appeals Process

Householders who wish to appeal:

- The level of service allocated to them, or
- The application of any procedure within this policy

may do so **in writing** to:

Waste Management Service
Cheshire West and Chester Council
Wyvern House
The Drumber
Winsford

Cheshire
CW7 1AH

Make a formal complaint | Cheshire West and Chester Council

Any such correspondence must clearly demonstrate that a material injustice has occurred to the resident or household occupants as a result of the Policy and/or its operational procedures.

14.3 Equality Analysis

An Equality Analysis has been undertaken to inform this Policy which is published on the Council's website. (Equality Analysis | Cheshire West and Chester Council).

15. Non-Household, Commercial and Out-of-Area Waste

15.1 Definition of Commercial and Trade Waste

Commercial or trade waste is defined as waste:

- Produced by a business, or
- Arising from any activity that generates an income or financial benefit for the person carrying it out.

15.2 Prohibition of Commercial and Non-Household Waste

Commercial, trade, and other non-household waste is **strictly prohibited** at all Cheshire West and Chester Household Waste Recycling Centres (HWRCs).

HWRCs are provided solely for use by **residents of the Cheshire West and Chester borough**, who contribute to the funding of these facilities, for the disposal of **their own household waste only**.

Household Waste Recycling Centres (HWRCs) are not licensed to accept any form of commercial waste. The deposit, or attempted deposit, of commercial or non-household waste at any HWRC is prohibited and may constitute an offence.16.3 Enforcement Action

The Council may take **formal enforcement action** against any individual or organisation attempting to deposit commercial, trade, or other prohibited waste at an HWRC.

Enforcement action may include:

- The issue of a **Fixed Penalty Notice of up to £400**, or

- **Prosecution through the courts**,
  in accordance with the Council's Enforcement Policy.

15.3 Waste Declaration Forms (WDF)

The Council has a legal duty to monitor all waste entering its Household Waste Recycling Centres (HWRCs). Accordingly, **any person entering an HWRC to dispose of waste may be required** by the Council or its authorised representatives to:

- Complete a **Waste Declaration Form (WDF)**, and/or
- Provide information to verify that the waste being deposited is **their own household waste** and has not been produced commercially.

A WDF may be requested **regardless of visit frequency** and prior to permitting the disposal of waste.

Failure to complete a WDF, or the provision of **false or misleading information**, will result in the user being **refused permission to dispose of waste and required to leave the site**. Where an investigation is required, **access to HWRCs may be denied until the investigation has been concluded**.

All completed WDFs will be reviewed and, where necessary, investigated by the **Compliance and Enforcement Manager**, to confirm the accuracy and authenticity of the information provided. Information may also be shared with relevant regulatory bodies where required to ensure compliance.

Where an investigation determines that false or misleading information has been supplied:

- The individual responsible, and
- The associated vehicle

may be placed on the **Restricted Access Procedure**, as set out elsewhere in this policy.

15.4 Out-of-Area Waste

Out-of-area waste is defined as any waste that is:

- Produced, or
- Originates
  from **outside the administrative boundary of Cheshire West and Chester Council**.

Out-of-area waste is **not permitted** at HWRCs under any circumstances.

15.5. Data Collection, Usage and Storage

All personal data collected in connection with the operation of HWRCs, including vehicle registration details, ANPR data, CCTV footage, body-worn camera recordings, and Waste Declaration Forms, is processed in accordance with the Council's **Privacy and Data Protection policies**.

Further information is available via the Council's website:
Privacy policy | Cheshire West and Chester Council

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16 Reuse Shops

Reuse shops operate at selected HWRC sites to recover and redistribute unwanted items, supporting waste prevention and reuse.

16.1 Purpose

Reuse shops accept items such as:

- Bric-a-brac
- Small electrical items (subject to safety testing)
- Furniture
- Paint, pallets, and unused building materials

These items are either sold at low cost or provided free of charge, helping residents access affordable goods while reducing waste and carbon emissions. Waste prevention through repair and reuse is the **most effective way to reduce the environmental impact of waste**.

16.2 Locations

Reuse shops are located at:

- **Primary sites:** Chester, Ellesmere Port, Winsford

16.3 Use of Reuse Shops

- Reuse shops **no longer accept cash**.
- Residents and visitors attending an HWRC **solely to donate, browse, or purchase items** from a reuse shop may **reclaim their visit**, provided **no waste is deposited** at the site.
- Reuse shops are open to all members of the public, whether they reside within or outside the borough. Cheshire West and Chester Council reserve the right to refuse access to any individual who is found to be misusing this service.

17. Enforcement Policy

All compliance and enforcement activity associated with the operation of HWRCs is carried out in accordance with the Council's **Enforcement Policy and procedures**.

Further details are available at:
enforcement-policy (cheshirewestandchester.gov.uk)

The Compliance and Enforcement Manager is responsible for:

- Monitoring HWRCs for compliance with this policy
- Investigating suspected breaches of Conditions of Use or Reasonable Use procedures
- Taking appropriate formal action against offenders where necessary