

Cheshire West & Chester Council

COMING SOON

Your refreshed Household Waste Recycling Centres

From
1 April 2017



working in partnership



What's changing?

We're modernising the Household Waste Centres (HWRCs) to make them more efficient, and in line with the future needs of both the Council and its residents.

Key changes

- **Site classification** – sites will be classified as primary or secondary depending upon usage and available capacity. Secondary sites will open five days a week, primary sites will remain open seven days a week, and all sites will be open at weekends.
- **New opening hours** – will be introduced alongside simpler winter/summer opening hours. These changes have been made following consultation feedback and will ensure sites are open when they are most needed whilst operating as cost effectively as possible.
- **New reasonable usage scheme** – the existing waste permit scheme will be replaced with a simpler scheme. This supports the need for greater control of waste by focusing on frequency of use and where the material has come from. **See page 6 for more information.**
- **Better monitoring** – CCTV, automatic number plate recognition (ANPR), mystery shoppers and body camera technology will be introduced to improve the service and site safety.
- **Better control of waste** – HWRCs are funded by, and provided for, borough residents to dispose of the household waste they bring to the site. It is illegal for any businesses to use the facilities and further measures will be introduced to manage this.
- **New Chester HWRC** – the current site is one of the smallest, yet busiest. From winter 2017, this facility will be expanded and enhanced to ensure it is better suited to the catchment area it serves.
- **Commercial waste** – a pilot 'pay as you throw' commercial waste facility will be trialled at the new Chester HWRC from winter 2017. It will provide a competitive, low cost solution for small businesses with small volumes of waste. If successful, similar facilities may be rolled out to other primary sites.
- **Re-use shops** – to maximise re-use opportunities, shops will be introduced at the three primary sites.
- **Meet and greet** – new meet and greet points will be introduced at all primary sites. These will improve traffic flow, recycling performance and better manage both waste and users entering the site.
- **Site enhancements** – new signage, layout changes and improved road markings will be introduced at sites across the borough making them easier, safer and faster to use.



When will the changes happen?

Key changes will commence from **1 April 2017** with site enhancement work taking place between March and May 2017.



Why change?

The Council's 'Let's Talk' consultation in 2016 highlighted a public appetite to make further savings from its waste management service. After considering a number of options, the Council's Cabinet agreed to reduce the opening days and hours of some sites as an alternative to closing sites.

This will allow the Council to achieve significant savings whilst still maintaining the number of sites across the borough.



Your new opening times

From 1 April opening arrangements will change. New opening times will be site dependent and based upon a simpler summer, winter seasonal split.

● **summer season** 1 April - 30 September ● **winter season** 1 October – 31 March

Recyclable
waste
be sorted
before use

Primary sites

Winsford

| | Mon | | Tue | | Wed | | Thu | | Fri | | Sat | | Sun | |
|--------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Opens | 8am | 8am | 8am | 8am | 8am | 8am | 8am | 8am | 8am | 8am | 8am | 8am | 8am | 8am |
| Closes | 8pm | 4pm | 8pm | 4pm | 8pm | 4pm | 8pm | 4pm | 8pm | 4pm | 6pm | 4pm | 6pm | 4pm |

Chester

| | Mon | | Tue | | Wed | | Thu | | Fri | | Sat | | Sun | |
|--------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Opens | 8am | 8am | 8am | 8am | 8am | 8am | 8am | 8am | 8am | 8am | 8am | 8am | 8am | 8am |
| Closes | 8pm | 4pm | 8pm | 4pm | 8pm | 4pm | 8pm | 4pm | 8pm | 4pm | 6pm | 4pm | 6pm | 4pm |

Ellesmere Port

| | Mon | | Tue | | Wed | | Thu | | Fri | | Sat | | Sun | |
|--------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Opens | 8am | 8am | 8am | 8am | 8am | 8am | 8am | 8am | 8am | 8am | 8am | 8am | 8am | 8am |
| Closes | 8pm | 4pm | 8pm | 4pm | 8pm | 4pm | 8pm | 4pm | 8pm | 4pm | 6pm | 4pm | 6pm | 4pm |

Secondary sites

Northwich

| | Mon | | Tue | | Wed | | Thu | | Fri | | Sat | | Sun | |
|--------|-----|-----|-----|-----|--------|--|--------|--|------|-----|-----|-----|-----|-----|
| Opens | 8am | 8am | 8am | 8am | Closed | | Closed | | 10am | 8am | 9am | 8am | 9am | 8am |
| Closes | 4pm | 4pm | 4pm | 4pm | Closed | | Closed | | 6pm | 4pm | 5pm | 4pm | 5pm | 4pm |

Neston

| | Mon | | Tue | | Wed | | Thu | | Fri | | Sat | | Sun | |
|--------|-----|-----|--------|--|--------|--|------|-----|------|-----|-----|-----|-----|-----|
| Opens | 8am | 8am | Closed | | Closed | | 10am | 8am | 10am | 8am | 9am | 8am | 9am | 8am |
| Closes | 4pm | 4pm | Closed | | Closed | | 6pm | 4pm | 6pm | 4pm | 5pm | 4pm | 5pm | 4pm |

Frodsham

| | Mon | | Tue | | Wed | | Thu | | Fri | | Sat | | Sun | |
|--------|-----|-----|--------|--|------|-----|--------|--|------|-----|-----|-----|-----|-----|
| Opens | 8am | 8am | Closed | | 10am | 8am | Closed | | 10am | 8am | 9am | 8am | 9am | 8am |
| Closes | 4pm | 4pm | Closed | | 6pm | 4pm | Closed | | 6pm | 4pm | 5pm | 4pm | 5pm | 4pm |

Tattenhall

| | Mon | | Tue | | Wed | | Thu | | Fri | | Sat | | Sun | |
|--------|-----|-----|--------|--|--------|--|------|-----|------|-----|-----|-----|-----|-----|
| Opens | 8am | 8am | Closed | | Closed | | 10am | 8am | 10am | 8am | 9am | 8am | 9am | 8am |
| Closes | 4pm | 4pm | Closed | | Closed | | 6pm | 4pm | 6pm | 4pm | 5pm | 4pm | 5pm | 4pm |

All sites will close on Christmas Day, Boxing Day and New Year's Day. In the occasional event of low light or adverse weather conditions, sites may be required to close. You'll need to arrive at least 10 minutes before sites close to give you enough time to unload your recycling and waste.

ables and
should
orted
visiting.

What do the HWRCs accept?

| Commodity | Chester | Ellesmere Port | Frodsham | Neston | Northwich | Tattenhall | Winsford |
|---------------------------|------------------------------------|----------------|----------------------|--------|-----------|----------------------|----------|
| asbestos | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| cans | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| car batteries | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| cardboard | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| chemicals | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| chipboard and wood | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| cooking oil | ✓ | ✓ | use kerbside service | ✓ | ✓ | ✓ | ✓ |
| commercial waste | available from winter 2017 onwards | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| fluorescent tubes | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| fridges | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| gas bottles | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| glass bottles | ✓ | ✓ | use kerbside service | ✓ | ✓ | use kerbside service | ✓ |
| garden waste | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| household batteries | ✓ | ✓ | use kerbside service | ✓ | ✓ | use kerbside service | ✓ |
| materials for re-use | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| metal | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| engine oil | ✓ | ✓ | ✓ | ✓ | ✓ | use kerbside service | ✓ |
| paper | ✓ | ✓ | use kerbside service | ✓ | ✓ | use kerbside service | ✓ |
| plastic bottles | ✓ | ✓ | use kerbside service | ✓ | ✓ | use kerbside service | ✓ |
| household and bulky waste | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| rubble and soil | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| electricals | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| textiles | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| tyres | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| tv's | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

Large vehicle and trailer access: Trailers over 3.5m in length and vehicles above 3.5 tonnes gross vehicle weight are not permitted to use the HWRCs. Due to access restrictions, trailers over 1.5m are not permitted at either Tattenhall or Frodsham, HWRCs and trailers over 2.5m are not permitted at Northwich, Neston or the current Chester facility.

Introducing the Council's reasonable usage scheme

This simpler scheme will replace the current waste permit scheme. It is designed to ensure HWRCs are only used by the residents of Cheshire West and Chester Council who fund them, in a way which reduces the administrative burden upon both residents and the Council.

Rather than focusing simply on certain types of vehicle, automatic number plate recognition technology (ANPR) will monitor **every** vehicle entering **every** site.

Frequent users, and those suspected of attempting to deposit non-household waste, will be required to confirm where the waste has come from by filling in a form.

Until the form has been accurately completed, the user will not be allowed to access any HWRC facility. Failure to complete this form, or where there is suspicion that false information has been given, will result in the user being asked to leave the site.

The information provided on these forms will be investigated. Where the waste is confirmed as household (i.e. due to a large garden or minor DIY work) the resident will be granted permission to access the site.

Where further investigation is required, or the source of waste and proof of residency cannot be confirmed, both the vehicle and its associated household may be subject to usage restrictions.

Neston residents need new permits

Residents wishing to use the Neston HWRC will soon require a resident's permit. The existing permits will be replaced with a new one. Please visit: cheshirewestandchester.gov.uk or telephone the Customer Contact Centre on tel: **0300 123 7042** to obtain a new permit after **1 April 2017**.

This permit **MUST** be displayed whenever residents wish to use the site. Residents who do not have, or are unable to display, their permit will be refused entry until they are able to do so.

Conditions of use

It is important that site users understand what is expected of them and what standard of service they can receive in return. Please take the time to read the simple checklist below.

- ✓ HWRCs are exclusively for the use of Cheshire West and Chester residents to deposit their household waste. Commercial waste is strictly not accepted.
- ✓ Residents must accompany their waste to the HWRC, regardless of who is transporting it, and provide proof of residency when requested.
- ✓ Hired or unmarked vans will need to provide proof of residency before being granted permission to use the site.
- ✓ Instructions given by staff, signs, notices and road markings must be adhered to at all times.
- ✓ Children (aged 12 and 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 before their visit, ensuring materials are placed into appropriate containers at the site.
- ✓ Where requested, users will be required to provide proof of residency and complete a waste declaration form. Until it has been confirmed where the waste has come from access to all sites may be restricted.
- ✓ 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.
- ✓ Automatic number plate recognition (ANPR), CCTV and body camera monitoring is in place at all sites.
- ✓ For safety reasons, pedestrian access is ONLY permitted on sites where a dedicated gate is present.
- ✓ Foul or abusive language to staff or anyone else on site will not be tolerated and will result in future access being restricted.
- ✓ Waste may be checked on arrival, site attendants reserve the right to publically open any bags and/or boxes in order to check contents.
- ✓ Items that we do not accept should not be left on site.
- ✓ Where a resident or charity permit is required it must be presented before using the site.



Questions and answers

Q. Why are you closing secondary sites two days a week?

A. Reducing the opening days at secondary sites allows the service to meet its savings targets whilst maintaining the number of sites across the borough.

Q. What do I do if the site is closed when I get there?

A. You should take your waste home and return when the site is open, or visit one of the primary sites which are open seven days a week. Depositing waste when the site is closed, either outside the gate or elsewhere, is fly tipping and subject to enforcement action.

Q. Why do secondary site opening hours vary throughout the week?

A. A six week public consultation took place during summer 2016 to help decide the future operating times of sites. Using independent market research company, MEL, the results were combined with site tonnage and vehicle count data to develop the opening hours being introduced.

Usage levels will continue to be monitored with further opening hour reviews done on an annual basis.

Q. Won't these changes increase fly tipping?

A. There is always the potential that some people will choose to fly tip but, through the introduction of new monitoring systems and collaborative work with enforcement departments, it will be easier to identify and prosecute offenders.

The pilot commercial waste disposal facility at Chester will provide all traders with a cost effective opportunity to dispose of their waste legitimately. If successful, it will be introduced at the two other primary sites in Ellesmere Port and Winsford.



Q. What will the re-use shops sell?

A. The shops will be on-site retail outlets for re-usable items collected at the three primary HWRCs. Items for sale will include bric-a-brac, small electricals and some furniture (all safety tested). This will increase the amount of waste re-used, preferable to both recycling and waste disposal.

Q. Why have you stopped taking asbestos?

A. The handling of asbestos is specialist in nature, and accepting such dangerous material at a publicly accessible HWRC is difficult and expensive. Residents are advised to consult local listings directories before beginning any works where they suspect asbestos may be present.

Q. Do we really need all this technology? Why are you introducing automatic number plate recognition (ANPR) at the sites?

A. The ANPR, CCTV and body camera monitoring will provide robust data on service quality and site usage, allowing the continued development of the service. The systems will also provide the opportunity to monitor both waste and users network to determine if the service is being abused.

For more information visit: cheshirewestandchester.gov.uk or tel: **0300 123 7042**