

Waste Management Services

# Recycling Centres

Policies for the usage of Household Waste Recycling Centres



Revised by Sustainability and Waste Management

XXXX 2023

## Contents:

1. Introduction	3
Scope	3
Background	3
2. Definition of Waste	4
3. Staffordshire Policies in respect of the provision of HWRCs	
Policy 1: Compliments, comments and complaints	8
Policy 2: Locations, opening times and materials accepted	10
Policy 3: Vehicle height barrier and pedestrian use	12
Policy 4: Van and trailer use	14
Policy 5: Non-Staffordshire residents and commercial (trade) use	16
Policy 6: Footwear, assistance, children and pets and pedestrian use	18
Policy 7: Vehicle movements, compaction and temporary closures	20
Policy 8: Commercial (trade) waste – Staffordshire registered businesses only	22
Policy 9: Resident non-household waste disposal	24
Policy 10: DIY, home improvements, renovation, construction and demolition	28
Policy 11: Hazardous and difficult household and garden chemicals waste (excluding asbestos)	30
Policy 12: Asbestos waste	32
Policy 13 Automotive oils and batteries	34
Policy 14: Clinical waste	36
Policy 15: Schools, village halls and charities	37
Policy 16: Animal wastes	39

## Distribution list

This document has been distributed to:

Name	Date Report Issued	Draft or Final?
Sustainability and Waste Management, Staffordshire County Council		
Customer Contact Centre, Staffordshire County Council		
Relevant Members and Senior Managers, Staffordshire County Council		
HWRC Site Employees, Staffordshire County Council		



# 1. Introduction

## Scope

This Policy document has been developed for HWRCs to:

- maximise re-use, recycling, composting and recovery.
- protect the health and safety of site staff and householders.
- control waste disposal costs to council taxpayers. We seek to stop traders' illegal use of HWRCs to deposit commercial waste (also known as trade waste) as household waste.
- maximise operational efficiency to minimise waiting times and facilitate safe and efficient working practices.
- help protect the environment – by complying with all relevant legislation related to waste disposal.

This Policy document relates specifically to the Household Waste Recycling Centres (“HWRCs”) in Staffordshire. The Policy covers:

- The background context to the Household Waste Recycling Centres; and
- Policies adopted by Staffordshire County Council.

## Disclaimer

The contents of the Policy are correct at the time of writing. We reserve the right to amend the Policy or operational practices at any time or in response to emergencies.

## Background

Household Waste Recycling Centres (HWRCs) play a significant role in enhancing local authority recycling services offered to the public. The significant tonnages of waste accepted and the high recycling rates achievable mean that HWRCs will continue to play an important role in waste management and recycling.

HWRCs are an efficient and effective way to provide a service to residents, particularly for items that are not collected or are costly to collect at the kerbside. These sites also provide residents with an alternative to kerbside collections for the responsible disposal, recycling or reuse of their household waste.



## 2. Definition of Waste

### Household Waste

The classification of household waste is outlined in section 75(1) of the Environmental Protection Act 1990 and further defined in the Controlled Waste Regulations 2012. The Regulation provides a general description of what constitutes non-household waste, stating that waste generated from preparatory works, improvement, repair and alteration is classified as construction waste (Schedule 1, 1(c)).

### Hazardous waste

Waste is considered 'hazardous' when it contains substances or has properties that might make it harmful to human health or the environment. The Environment Agency's interpretation of the definition and classification of hazardous waste can be found in their technical guidance 'Guidance on the classification and assessment of waste (1st edition 2015) Technical Guidance WM3. When assessing whether a waste is hazardous or not, the Hazardous Waste Regulations 2005, (as amended), refer to the "List of Wastes" in the List of Wastes Regulations. This list is more commonly referred to as the European Waste Catalogue.

Wastes brought to a HWRC will fall into one of three categories:

- Always hazardous: e.g. lead acid batteries and fluorescent tubes
- Never hazardous: e.g. edible oil
- May be hazardous and needs to be assessed: e.g. paint.

Whilst some of these wastes are not legally hazardous, they can be difficult to dispose of, causing mess and nuisance if they are disposed of incorrectly or spillages / breakages occur.

The former National Household Hazardous Waste Forum (NHHWF) defined **Household Hazardous Waste** (HHW) as "any material discarded by a household which is difficult to dispose of or which puts human health or the environment at risk because of its chemical or biological nature." Whilst not a legal definition, the NHHWF definition of HHW indicates that HWRC site staff need to manage some wastes with more care and attention than others.

### Bulky waste

The legal definition of "bulky waste" pursuant to schedule 1 (Regulation 4) in the Controlled Waste (England and Wales) Regulations 2012 is:

- any article of waste which exceeds 25 kilograms in weight; and/or
- any article of waste which does not fit, or cannot be fitted into:



- (a) a receptacle for household waste provided in accordance with section 46 of the Environmental Protection Act 1990; or
- (b) where no such receptacle is provided, a cylindrical container 750 millimetres in diameter and 1 metre in length.

## **Asbestos**

Asbestos is a hazardous waste. It should only be accepted at HWRCs that have suitable facilities and resources to accept it. Guidance is available from the HSE regarding the safe handling of asbestos waste at Household Waste Recycling Sites.

## **Construction & Demolition Waste**

Construction & Demolition Waste from households is not defined as Household Waste for the purposes of Section 51 of the Environmental Protection Act (the duty for WDAs to provide HWRCs to residents to dispose of their Household Waste). Examples of Construction & Demolition Waste from households include:

- Inert material such as rubble and concrete, bricks and roof tiles
- Plasterboard
- Soil from landscaping activities
- Any other building materials.

## **Commercial / trade waste**

Commercial Waste is that generated from premises used wholly or mainly for the purposes of a trade or business. Schedule 2, Paragraph 4 of the Controlled Waste (England and Wales) Regulations 2012) lists wastes that should be treated as Commercial Waste.

Commercial Waste does not include household, agricultural or industrial waste. If waste is generated within a residential home or garden, but as a result of a business activity (for example garden waste generated by a landscape gardener or building waste as a result of removing a fitted kitchen), it is defined as Commercial Waste and therefore subject to regulation as Commercial Waste.



### 3. Staffordshire policies in respect of the provision of HWRCs

#### List of policies

A list of policies adopted by Staffordshire in line with the statutory responsibilities (see earlier in the handbook for details) is presented in the Table below:

No.	Title
1.	Customer Feedback: Compliments, Comments and Complaints Policy
2.	Access to HWRCs: Locations, opening times and materials accepted Policy
3.	Access to HWRCs: Vehicle height barrier and pedestrian use Policy
4.	Access to HWRCs: Van and trailer use Policy
5.	Access to HWRCs: Non-Staffordshire residents and commercial (trade) use Policy
6.	Health & Safety: Footwear, assistance, children and pets and pedestrian access Policy
7.	Health & Safety: Vehicle movements, compaction and temporary closures Policy
8.	Chargeable and Restricted Wastes: Commercial (trade) waste – Staffordshire registered businesses only Policy
9.	Chargeable and Restricted Wastes: Resident non-household waste disposal Policy
10.	Chargeable and Restricted Wastes: DIY, home improvements, renovation, construction and demolition Policy
11.	Restricted Wastes: Hazardous and difficult household and garden chemicals waste (excluding asbestos) Policy
12.	Restricted Wastes: Asbestos waste Policy
13.	Restricted Wastes: Automotive oils and batteries Policy
14.	Restricted Wastes: Clinical waste Policy
15.	Restricted Wastes: Schools, village halls & charities Policy
16.	Restricted Wastes: Animal wastes Policy

#### Access and availability of Policies

A copy of this Policy handbook is held in the site office at each of the Household Waste Recycling Centres. Electronic copies are also available and can be issued to residents on request. Public awareness of these policies is undertaken through a combination of:

- advice from site attendants;
- website information:



<https://www.staffordshire.gov.uk/Waste-and-recycling/recyclingcentres/Home.aspx>

- via telephone customer contact centre (tel: 0300 111 8000) or email (recycling@staffordshire.gov.uk)





## Appendix 1

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### Policy 1: Customer Feedback: Compliments, Comments and Complaints

#### Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their household waste.

In order to ensure residents receive high levels of service, Staffordshire County Council require feedback from residents on their experience of using the service, whether it be a compliment, comment or complaint.

This Policy document sets out how Staffordshire County Council aims to achieve this feedback.

#### Policy

Residents can provide informal or verbal compliments, comments or complaints by:

- Liaison with the site attendants;
- Telephone customer contact centre: tel. 0300 111 8000;
- Email: [recycling@staffordshire.gov.uk](mailto:recycling@staffordshire.gov.uk).

Informal or verbal feedback is recorded by the site attendants on a register held at the HWRC site cabin. The register is viewed by officers from Staffordshire County Council responsible for monitoring and compliance of the service and issues are addressed with site attendants and supervisory management.

In the event that the residents wish to provide more formal compliments, comments or complaints, this can be achieved in accordance with the Staffordshire County Council Customer Care Standards.

More information on the Customer Care Standards can be found on the Staffordshire County Council website. The specific link to the relevant webpage is:

[www.staffordshire.gov.uk/Contact-compliments-and-complaints/Customer-care-standards.aspx](http://www.staffordshire.gov.uk/Contact-compliments-and-complaints/Customer-care-standards.aspx)

The webpage provides the option to complete an electronic feedback form.



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## Appendix 2

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### **Policy 2: Access to HWRCs: Locations, opening times and materials accepted**

#### **Overview**

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their household waste.

Each of the HWRCs provide similar service levels and facilities although they do operate as a network in terms of opening day coverage for the County and there are a number of facilities set up as 'Specialist Centres' where more difficult waste types can be disposed of, for example asbestos.

#### **Policy**

##### **Opening Days**

All of the HWRCs are open for five of the seven days in the week, including Fridays, Saturdays and Sundays. The Burton HWRC is open for six days of the week due to the distance located from the rest of the network that provide alternative facilities. Bilbrook, Cannock, Leek and Stafford are open 7 days a week.

Spring & Summer bank holiday opening at the HWRCs are usually arranged at all 14 HWRCs whilst Christmas and New Year arrangements are made accordingly each year depending on which days the Bank Holidays fall.

##### **Opening Hours**

During the Summer period (BST), the opening hours are from 9.00am to 6.00pm during the week and 5.00pm at the weekends. During the Winter period (GMT), all the HWRCs shut at 5:00pm, with the exception of Biddulph which closes at 4:30pm.

Information on the opening times is available on the Staffordshire County Council website or the HWRCs:

<https://www.staffordshire.gov.uk/Waste-and-recycling/recyclingcentres/Home.aspx>



## Waste Types

The disposal of some waste streams is restricted to specific named sites. The Staffordshire County Council website:

<https://www.staffordshire.gov.uk/Waste-and-recycling/recyclingcentres/Home.aspx>

provides details of which waste materials can be received at each facility. The facilities are subject to change (e.g. new legislation, recycling options or when renovation works take place to upgrade the facilities).

Some waste streams such as paint, oil and asbestos have limits placed on disposal. Further information on the restricted waste streams and the limits placed can be found in the relevant Restricted Waste Policy included in this document or on the Staffordshire County Council website:

<https://www.staffordshire.gov.uk/Waste-and-recycling/recyclingcentres/Home.aspx>

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## Appendix 3

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### Policy 3: Access to HWRCs: Vehicle Height Barrier and Pedestrian Use

#### Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their household waste.

HWRCs are a facility for householders resident in the area to dispose of household waste. If commercial waste enters the site unchecked the problems that can arise include:

- Congestion onsite, which may result in householders not using the site;
- Practicalities of segregating commercial and household waste;
- Additional service vehicles required onsite; and
- Cost of additional disposal.

Height barriers are used to control commercial vehicles (e.g. transit vans) entering the site without first being checked to ensure they are carrying household waste.

The popularity of people carriers and 4x4 vehicles means that any height barrier needs to be high enough to allow these domestic vehicles to enter site.

#### Policy

##### Height barriers

Height barriers are installed on all 14 of the HWRCs in Staffordshire to a height of approximately 2 metres (6 foot 6 inches).

The height barriers can be raised/opened by the site attendants following an inspection of the waste carried in the vehicle to confirm that it appears to be household waste.

In the case of a commercial vehicle, the completion of a 'disclaimer form' by the resident is required to declare that the waste is their own Household Waste and also to notify the resident that the frequent use of a commercial type vehicle at a HWRC may require further investigation.

It should be noted that the Council has introduced van permitting for residents using certain types of vehicles to dispose of their household waste – please refer to Policy 4.

## **Pedestrian access**

Pedestrian access is not a common occurrence. However, a number of HWRCs experience local residents that choose to bring waste on foot using wheeled bins, or on rare occasions, by bicycle.

The site attendants at the HWRCs will negotiate with local residents to manage any health & safety risks of walking in areas that are designated for vehicles. It may be that residents are required to be escorted onto the HWRC by staff wearing high visibility clothing.

Walking waste onto the HWRC by residents that have been refused entry as suspected commercial (trade) waste is not permitted and will either be stopped or reported by site attendants to the appropriate authorities.

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## Appendix 4

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### Policy 4: Access to HWRCs: Van and Trailer Use

#### Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their household waste.

HWRCs are a facility for householders resident in the area to dispose of household waste. If commercial (trade) waste enters the site unchecked the problems that can arise include:

- Congestion onsite, which may result in householders not using the site;
- Practicalities of segregating commercial and household waste;
- Additional service vehicles required onsite; and
- Cost of additional disposal.

Height barriers are used to control large commercial vehicles (e.g. transit vans) entering the site without first being checked to ensure they are carrying household waste.

In an attempt to avoid detection as a result of the height barrier, traders are known to change their large commercial vehicles to a smaller van or a domestic vehicle with a trailer in tow.

However, trailers are also used by residents to dispose of household waste, particularly for bulky wastes (e.g. furniture), garden waste, soil and rubble.

#### Policy

Van and trailer use:

Staffordshire residents will be required to apply for a van / trailer permit which will entitle them to 12 visits per year for the disposal of household waste.

The 12 permits can be used at any Staffordshire HWRC at any time over a 12-month period. Where the 12 permits are exceeded in the 12-month period, waste will be charged at the trade waste disposal charge.

Non-Staffordshire residents will not be able to apply for a van / trailer permit. However, they will still be able to use the HWRCs to dispose of their household waste using a van and / or trailer but will be charged the trade waste disposal charge.

The categorisation of which type of vehicles / trailers require a van / trailer permit and details of the application process will be available at .....

There is a separate process if a Staffordshire resident uses a hire van. Please refer to the website at .....for more details and instructions of how to obtain a permit.

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## Appendix 5

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### Policy 5: Access to HWRCs: Non-Staffordshire Residents and Commercial (Trade) Use

#### Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their household waste.

In general, Local Authorities recognise that in most cases the public will tend to use the HWRC that is closest to them, this being the most common cause of cross-border HWRC usage.

Even if Local Authorities are the receivers of 'imports' of cross border waste, many have a tacit understanding with their neighbouring authority which accepts this situation.

Staffordshire County Council has introduced a van and trailer permitting system for Staffordshire residents to dispose of household waste when using certain types of vehicles and trailer.

The categorisation of which type of vehicles / trailers require a van / trailer permit and details of the application process will be available at .....

#### Policy

##### Non-Staffordshire residents

Staffordshire County Council allows its HWRCs to be used by non-Staffordshire residents when disposing of household waste in vehicles which do not require a van and trailer permit in compliance with the Staffordshire County Council Policies.

Non-Staffordshire residents will **not** be able to apply for a van / trailer permit. However, they will still be able to use the HWRCs to dispose of their household waste if they use a van and / or trailer which will be subject to the trade waste disposal charge.

##### Non-Staffordshire commercial (trade) waste

Non-Staffordshire commercial (trade) waste will **not** be accepted at any Staffordshire HWRC in compliance with the Staffordshire County Council Policies.

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## Appendix 6

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### **Policy 6: Health & Safety: Footwear, Assistance, Children and Pets and Pedestrian Access**

#### **Overview**

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their household waste.

Accidents that occur at the HWRCs result mostly from slips, trips and falls.

HWRCs present greater risks to children and animals.

Certain footwear (e.g. sandals) may be inappropriate when handling and disposing of certain waste types (e.g. rubble, broken glass, etc), particularly in wet conditions or navigating different floor levels (e.g. ramps); and potentially increase the risk of injury. Gloves and other Personal Protective Equipment (PPE), (e.g. safety glasses) would also reduce the risk of injury in many cases.

#### **Policy**

Residents should provide their own suitable clothing, footwear and PPE when using the HWRCs.

#### **Site Assistance**

Site attendants can provide assistance to residents on request for unloading large or cumbersome waste materials from vehicles and transferring these into waste receptacles. Assistance with heavy objects will need prior consideration of safe lifting by the site attendant but they are pre-disposed to helping those that are in need of assistance when they are able to do so.

Please note that the site attendant (or Council) will not be liable for any accidental damage caused to a vehicle as a result of a member of staff at a HWRC attempting to assist a resident with lifting heavy objects from the residents' vehicle.

#### **Children (under the age of 16) and Pets**

Children under the age of 16 and pets are required to remain in the vehicle at all times. Attendants are instructed to inform parents/carers of this rule if children or pets leave a vehicle. If requested, site attendants are able to assist parents/carers in removing waste from their vehicles



and depositing the waste in suitable containers in the event that it is not appropriate to leave young children unattended.

Please note that the site attendant (or Council) will not be liable for any accidental damage caused to a vehicle as a result of a member of staff at a HWRC attempting to assist a parent / carer with lifting heavy objects from the parent / carer's vehicle.

### **Pedestrian access**

Pedestrian access is not a common occurrence. However, a number of HWRCs experience local residents that choose to bring waste on foot using wheeled bins, or on rare occasions, by bicycle.

The site attendants at the HWRCs will negotiate with local residents to manage any health & safety risks of walking in areas that are designated for vehicles. It may be that residents are required to be escorted onto the HWRC by staff wearing high visibility clothing.

Walking waste onto the HWRC by residents that have been refused entry as suspected trade waste is not permitted and will either be stopped or reported by site attendants to the appropriate authorities.

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## Appendix 7

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### **Policy 7: Health & Safety: Vehicle Movements, Compaction and Temporary Closures**

#### **Overview**

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their household waste.

There are risks to site attendants, site users and service vehicle drivers from traffic movement onsite at HWRCs.

Managing congestion is important to ensure that site users are not tempted to park where they should not and walk to disposal areas, rather than wait and park in more appropriate areas. Site layouts and parking arrangements aim to minimise pedestrian interaction with traffic. Many of the modern sites generally direct traffic flow one way and include a passing lane.

Mobile compaction equipment is in use at the HWRCs along with Heavy Goods Vehicles for loading and unloading waste receptacles. Depending on the site design, the split level facilities will generally have a screen that closes off some receptacles whilst compaction or loading is taking place. At other sites and with smaller containers, the site attendants might close the site or stop vehicles and/or pedestrian movements whilst certain activities take place.

#### **Policy**

Residents are required to follow one-way road systems and use parking bays where they are in place at the HWRCs.

Site attendants can provide advice on request and will be proactive in relaying advice and instructions to drivers that are not acting in a safe manner. Residents are required to drive carefully and not to exceed speed limits displayed on the HWRC.

Residents are advised to wait until other vehicles that are inadvertently blocking their access are moved by their owner rather than trying to perform reversing manoeuvres.

Residents should follow instructions from site attendants and exercise caution when they are in close proximity to compaction or loading activities taking place or in the event that a traffic management issue arises.

Temporary site closures may be required at some HWRCs when loading and unloading waste receptacles.

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## Appendix 8

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### Policy 8: Chargeable and Restricted Waste: Commercial (Trade) Waste – Staffordshire Registered Businesses Only

#### Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their household waste.

HWRCs are a facility for householders resident in the area to dispose of household waste. If commercial (trade) waste enters the site unchecked the problems that can arise include:

- Congestion onsite, which may result in householders not using the site;
- Practicalities of segregating commercial and household waste;
- Additional service vehicles required onsite; and
- Cost of additional disposal.

#### Policy

Staffordshire HWRCs will only accept commercial (trade) waste from Staffordshire registered businesses only.

Commercial (trade) waste is not accepted at Biddulph HWRC.

Staffordshire businesses will need to provide evidence of their Waste Carriers Licence (paper copy) including the registered address of the business.

Commercial (trade) waste will be subject to the trade waste disposal charge.

In order to control unauthorised commercial (trade) waste being deposited at the HWRCs, the following polices are in place in Staffordshire:

- Height barriers – Policy 3
- Van & trailer permit – Policy 4

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## Appendix 9

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### Policy 9: Chargeable and Restricted Wastes: Resident Non-household Waste Disposal

#### Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their household waste.

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their household waste in compliance with the Environmental Protection Act 1990. The classification of household waste is outlined in the Environmental Protection Act 1990 and further defined in the Controlled Waste Regulations 2012.

The landfilling of gypsum and other high sulphate bearing wastes in combination with biodegradable waste is prohibited in England and Wales. This applies to loads of waste containing identifiable gypsum-based materials like plaster and plasterboard. This material must not be landfilled with biodegradable waste as it can lead to the production of odorous and toxic hydrogen sulphide gas. Markets now exist for recycling of plasterboard wastes. However, contamination levels have to be greatly minimised in order for this to be acceptable.

Where plaster and plasterboard have other materials attached these must be removed by the resident before being presented for disposal.

Landfilling of Persistent Organic Pollutants (POP) often found in soft furnishings is prohibited in England and Wales. The Council has responsibilities in ensuring that this type of waste being deposited in its HWRCs does not enter landfills. The Council has disposal routes to ensure that this does not occur.

#### Policy

Residents are required to present restricted and chargeable non household waste separately for disposal and give site attendants unrestricted access to view waste to establish the charge to pay or advise on disposal limits.

A charge will be levied or a restriction on the disposal of certain types of construction and demolition/non household waste.

The different types of waste types will not be accepted when mixed together. Only clean plasterboard can be accepted (e.g. removal of tiles and grout).

The charges will be based upon the quantity of material deposited using the rates given. Payment for bags/sheets will be whole multiples of bags or full sheet equivalent. The site supervisor's decision on the actual charge to be made is final. If a site user cannot reach agreement with the site attendant's assessment of the charges, the site user will be requested to leave the site without depositing waste. If large amounts of waste are brought for disposal (such as a trailer load or transit van) residents must have a van and trailer permit (see Policy 4) and residents may be required to complete a 'disclaimer form' to declare that the waste has not arisen as a result of a commercial activity.

### **Chargeable Waste**

Further details, including the chargeable waste streams and the pricing schedule can be obtained at the HWRCs or from the Staffordshire County Council website:

[www.staffordshire.gov.uk/chargesatrecyclingcentres](http://www.staffordshire.gov.uk/chargesatrecyclingcentres).

Payments must be made by credit or debit card. No cash payments will be accepted.

### **Restricted Waste**

Details of the restricted wastes are outlined below and can be obtained at the HWRCs or from the Staffordshire County Council website:

[www.staffordshire.gov.uk/chargesatrecyclingcentres](http://www.staffordshire.gov.uk/chargesatrecyclingcentres).

For restricted waste residents may be required to complete a 'disclaimer form' to declare that the waste is from their household and has not arisen as a result of a commercial (trade) activity and to acknowledge that a limit applies to the quantities of waste they are entitled to deposit at the HWRC.

If residents have larger quantities of restricted waste they will be advised that either hiring a skip or disposal of the waste at a suitably licensed facility will be required.



Restricted Waste Type	Quantities Permitted	Frequency
Fitted items such as doors and window frames, cupboards, wardrobes and shelves, other UPVc items such as soffits and fascias.	1 cubic metre (1m <sup>3</sup> ). Broadly equivalent to a load that can be brought to the HWRC in a small family car	Six Months
Paint	10 x 2.5 litre paint pots (or equivalent volume)	Six Months
Gas cylinders	2 cylinders (up to 19 kg size)	Six Months
Fire extinguishers	2 extinguishers (up to 2kg)	Six Months
Asbestos Cement Bonded (See Policy 12 for further information)	4 sheets (approximately 6' by 2' or 4' by 3') – or – 4 bags (approximately 25kg size rubble bag x 4)	Six Months
Used Engine Oil	25 litres	Six Months
Car Battery	2 lead acid batteries	Six Months
Household and Garden Chemicals	5 x 2.5 litre (or equivalent volume)	Six Months
Animal bedding or faeces	2 bags (80 litres x 2) per household	Daily

Details of the restricted wastes are outlined below and can be obtained at the HWRCs or from the Staffordshire County Council website:

[www.staffordshire.gov.uk/chargesatrecyclingcentres](http://www.staffordshire.gov.uk/chargesatrecyclingcentres)

### Site entrance security checks

All visitors to be greeted on site to discuss the source and types of waste streams brought for disposal.

Charges will be applied for all commercial (trade) waste and some non-household waste (see Policy 5 for details on charges for commercial (trade) waste).

### Disclaimer forms

Completed disclaimers will be stored at Staffordshire County Council within the Administration Team to facilitate effective monitoring. Abuses of the system could be subject to an enforcement



mechanism that may include a phone call, letter or visit to the property in question. In a worst-case scenario, recurrent trade abuse could result in court proceedings. Any such successful prosecutions would be widely publicised in the local media.

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## Appendix 10

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### Policy 10: Chargeable and Restricted Wastes: DIY, Home Improvements, Renovation, Construction and Demolition

#### Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their household waste.

Construction and demolition waste from households is not defined as household waste for the purposes of Section 51 of the Environmental Protection Act 1990 (the duty for WDAs to provide HWRCs to residents to dispose of their household waste).

Examples of construction and demolition waste from households could include:

- Doors and windows
- Fitted kitchens
- Fitted wardrobes
- Inert material such as rubble and concrete, bricks and roof tiles
- Plasterboard
- Soil from landscaping activities
- Any other building materials.

However local authorities understand that these types of wastes can be generated by householders and they therefore need to dispose of this waste. Many local authorities have limited the quantity that can be disposed of for free within the HWRC network, in order to minimise abuse from traders whilst providing a service to the householder.

The landfilling of gypsum and other high sulphate bearing wastes in combination with biodegradable waste is prohibited in England and Wales. This applies to loads of waste containing identifiable gypsum-based materials like plaster and plasterboard. This material must not be landfilled with biodegradable waste as it can lead to the production of odorous and toxic hydrogen sulphide gas. Markets now exist for recycling of plasterboard wastes. However, contamination levels have to be greatly minimised in order for this to be acceptable. In most cases where plaster and plasterboard has other materials attached these can be removed successfully. If, however, attempts to segregate are unsuccessful, the Authority will take a pragmatic approach and work in partnership with its Contractors to ensure a suitable disposal / treatment solution is offered.

#### Policy

Residents are required to present the DIY wastes (listed in the table below) separately for



disposal in the relevant waste receptacles. The different types of waste types will not be accepted when mixed together, particularly in instances where materials such as plasterboard are mixed with inert materials (rubble) or soil.

Residents will be directed to a receptacle for the relevant types of wastes and may be required to complete a 'disclaimer form' to declare that the waste is from their household, has not arisen as a result of a commercial (trade) activity, and to acknowledge that a limit applies to the quantities of waste they are entitled to deposit at the HWRC.

Quantities permitted over any given period are presented in the table below. Residents will be advised that for larger quantities of waste from home improvement type activities will require them to either hire a skip or dispose of the waste at a suitably licensed facility.

Restricted Waste Type	Quantities Permitted #1	Frequency
Inert material such as rubble and concrete, bricks and roof tiles or soil from landscaping activities	1 cubic metre (1m <sup>3</sup> ) (Broadly equivalent to a load that can be carried in a average sized car boot)	Six Months
Fixtures and fittings such as doors and windows, fitted kitchens, fitted wardrobes, fitted bathrooms, etc	1 cubic metre (1m <sup>3</sup> ) (Broadly equivalent to a load that can be brought to the HWRC on one trip)	Six Months
Plasterboard or gypsum based rubble	4 sheets (approximately 6' by 2' or 4' by 3') – or – 4 bags (approximately 25kg size rubble bag x 4)	Six Months

#1 Site attendants will show reasonable judgement when assisting residents in disposing of waste from a small one-off DIY job and these limits will be upheld for residents attempting to dispose of waste that is clearly not in the spirit of what the Policy intends to achieve.

Details of chargeable and restricted wastes can be obtained at the HWRCs or from the Staffordshire County Council website:

[www.staffordshire.gov.uk/chargesatrecyclingcentres](http://www.staffordshire.gov.uk/chargesatrecyclingcentres)



### **Site entrance security checks**

All visitors to be greeted on site to discuss the source and types of waste streams brought for disposal.

Charges will be applied for all commercial (trade) waste (Staffordshire businesses only) and some non-household waste.

### **Disclaimer forms**

Completed disclaimers will be stored at Staffordshire County Council within the Administration Team to facilitate effective monitoring. Abuses of the system could be subject to an enforcement mechanism that may include a phone call, letter or visit to the property in question. In a worst-case scenario, recurrent trade abuse could result in court proceedings. Any such successful prosecutions would be widely publicised in the local media.

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## Appendix 11

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### **Policy 11: Restricted Wastes: Hazardous and Difficult Household and Garden Chemicals Waste (Excluding Asbestos)**

#### **Overview**

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their household waste.

Residents may need to deposit small quantities of paint or household and garden chemicals that require safe handling due to the hazardous or potentially hazardous nature of the substance.

Other difficult wastes that residents bring to the HWRCs in small quantities that require special handling include gas cylinders or fire extinguishers.

#### **Policy**

Residents will be encouraged to return gas cylinders to the manufacturer. Where manufacturer return is not possible restricted disposal is permitted at the HWRCs.

Residents will be directed to a chemical safe, paint store or compound for the relevant types of wastes and may be required to complete a 'disclaimer form' to declare that the waste is from their household and not arisen as a result of a commercial (trade) activity.

Details of the restricted wastes are outlined below and can be obtained at the HWRCs or from the Staffordshire County Council website:

[www.staffordshire.gov.uk/chargesatrecyclingcentres](http://www.staffordshire.gov.uk/chargesatrecyclingcentres)

The following limits apply:

Restricted Waste Type	Quantities Permitted	Frequency
Paint	10 x 2.5 litre paint pots (or equivalent volume)	Six Months
Household and Garden chemicals	5 x 2.5 litre (or equivalent volume)	Six Months
Gas cylinders	2 cylinders (up to 19kg size)	Six Months
Fire extinguishers	2 no (2kg)	Six Months

Larger volumes of paint can be disposed of through the Commercial (Trade) Waste service (Staffordshire businesses only) (see Policy 5) and charges will be applied.

#### **Site entrance security checks**

All visitors to be greeted on site to discuss the source and types of waste streams brought for disposal.

Charges will be applied for all commercial (trade) waste (Staffordshire businesses only) and some non-household waste (see Policy 5 for details on charges for commercial (trade) waste).

#### **Disclaimer forms**

Completed disclaimers will be stored at Staffordshire County Council within the Administration Team to facilitate effective monitoring. Abuses of the system could be subject to an enforcement mechanism that may include a phone call, letter or visit to the property in question. In a worst-case scenario, recurrent trade abuse could result in court proceedings. Any such successful prosecutions would be widely publicised in the local media.

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## Appendix 12

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### Policy 12: Restricted Wastes: Asbestos Waste

#### Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their household waste.

Cement bonded asbestos is found in many places in the home including rainwater pipes and gutters, water tanks, insulation boards, garage/shed roofs, boiler flues and domestic equipment such as ovens, heaters and ironing boards. Generally, asbestos materials in good condition can be left in place and painted but should not be drilled, sanded or sawn. Where items are to be removed they should not be broken, other people should be kept away and the materials should be wetted to reduce dust.

Local Environmental Health Officers should be consulted on larger amounts of asbestos removal and work on sprayed asbestos or lagging must be carried out by licensed contractors.

Asbestos is a hazardous waste. It should only be accepted at HWRCs that have suitable facilities and resources to accept it in line with the Health & Safety Executive (HSE) guidance.

It is understood that small amounts of these types of wastes can be generated by householders (e.g. a minor repair on a garage roof involving a replacement roofing panel) and they therefore need to dispose of this waste. Many local authorities have limited the quantity that can be disposed of for free within the HWRC network in order to minimise abuse from traders whilst providing a service to the householder.

#### Policy

Disposal of cement bonded asbestos is accepted at:

- Bilbrook
- Burton
- Cannock
- Leek
- Stafford
- Wombourne



Disposal at each site is restricted to two hours a day between 1:00pm-3:00pm.

Details of chargeable and restricted wastes are outlined below and can be obtained at the HWRCs or from the Staffordshire County Council website:

[www.staffordshire.gov.uk/chargesatrecyclingcentres](http://www.staffordshire.gov.uk/chargesatrecyclingcentres)

Residents are required to present the asbestos waste in clear plastic bags that is double wrapped.

Site users may be required to complete a 'disclaimer form' to declare that the waste is from their household, has not arisen as a result of a commercial (trade) activity, and to acknowledge that a limit applies to the quantities of waste they are entitled to deposit at the HWRC.

Quantities permitted over any given period are presented in the table below.

Restricted Waste Type	Quantities Permitted	Frequency
Cement Bonded Asbestos	4 sheets (approximately 6' by 2' or 4' by 3') – or – 4 bags (76x96cm)	Six Months

For larger quantities such as demolition of a shed or garage roof replacement, householders need to contact specialist firms that are licensed to handle that material. Details can be obtained from yellow pages or by contacting the Environment Agency helpline on 03708 506 506.

#### Disclaimer forms

Completed disclaimers will be stored at Staffordshire County Council within the Administration Team to facilitate effective monitoring. Abuses of the system could be subject to an enforcement mechanism that may include a phone call, letter or visit to the property in question. In a worst-case scenario, recurrent trade abuse could result in court proceedings. Any such successful prosecutions would be widely publicised in the local media.

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## Appendix 13

### Policy 13: Restricted Wastes: Automotive oils and batteries

#### Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their household waste.

It is recognised that residents will generally use commercially operated garages to dispose of maintenance, repair or consumable wastes from vehicles such as batteries, filters and oils, etc.

However local authorities understand that certain types of wastes from vehicles can be generated by householders and they therefore need to dispose of this waste. Many local authorities have limited the quantity that can be disposed of for free within the HWRC network, to minimise abuse from traders whilst providing a service to the householder.

#### Policy

Residents are required to present the wastes from their domestic vehicles separately in the relevant waste receptacles. Materials that have been mixed will not be accepted.

Residents will be directed to a receptacle for the relevant types of wastes and may be required to complete a 'disclaimer form' to declare that the waste is from their household, has not arisen as a result of a commercial (trade) use, and to acknowledge that a limit applies to the quantities of waste they are entitled to deposit at the HWRC.

Quantities permitted over any given period are presented in the table below. Residents will be advised that for larger quantities of waste from vehicle repair and maintenance type activities will require them to either use a garage or dispose of the waste at a suitably licensed facility.

Restricted Waste Type	Quantities Permitted	Frequency
Used engine oil	25 litres	Six Months
Battery (lead acid)	2 no.	Six Months

#### Disclaimer forms

Completed disclaimers will be stored at Staffordshire County Council within the administration office to facilitate effective monitoring. Abuses of the system could be subject to an enforcement mechanism that may include a phone call, letter or visit to the property in question. In a worst-

case scenario, recurrent trade abuse could result in court proceedings. Any such successful prosecutions should be widely publicised in the local media.

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## Appendix 14

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### Policy 14: Restricted Wastes: Clinical Waste

#### Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their household waste.

Clinical Wastes are not usually accepted at HWRCs due to license restrictions.

#### Policy

No Clinical Waste, neither infectious nor offensive, is accepted at the HWRCs as these are not permitted under current licenses.

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## Appendix 15

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### Policy 15: Restricted Wastes: Schools, Village Halls and Charities

#### Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their household waste.

It is recognised that some non-domestic institution properties and voluntary and charitable groups that serve residents will produce similar types of waste to households and in such circumstances they can be disposed at the HWRCs.

Typical activities might involve a voluntary group organising a community litter pick, community improvements, Scout and Guide groups tidying up community vegetation.

In the case of schools, the HWRC could be used for ad-hoc disposal of a few (similar to a domestic property) items such as electrical equipment, furniture, fluorescent light tube, a laboratory chemical bottle, etc. Most schools have made arrangements for large scale waste disposal events (e.g. I.T. suite clearance, laboratory refurbishment, end of term clearance, etc) and the HWRCs should not be used for disposing of such volumes of waste produced by schools.

#### Policy

Permission to use the HWRCs will be given to eligible organisations/properties including schools, village halls and charities as per the Controlled Waste (England and Wales) Regulations 2012.

This permission must be in place before visiting the HWRC to dispose of waste.

An assessment will be required to authenticate that the waste arisings are of a similar nature (e.g. type and quantities) to that produced at domestic properties, and are clearly not arising as a result of commercial activities or fund raising type events.

The assessment for eligibility will be undertaken by Staffordshire's County Council Waste and Sustainability Service who can be contacted for a Charity Waste Form through the following methods:

## Staffordshire County Council Waste and Sustainability Services contact details:

Tel: 0300 111 8000

Email: [recycling@staffordshire.gov.uk](mailto:recycling@staffordshire.gov.uk)

Address: Sustainability and Waste Management Services  
Staffordshire County Council  
2 Staffordshire Place  
Tipping Street  
Stafford  
ST16 2DH

Once the Charity Waste Form is submitted, the request will be reviewed by two Officers from the Waste and Sustainability Team and if successful, a permit will be provided.

If the application is unsuccessful, the decision will be reviewed by a Senior Officer who will make the final decision. This process may involve the submission of additional information.

Other properties listed by the 2012 Regulations (e.g. prisons, palaces, hospitals, etc) will not be eligible for free disposal.

The option to dispose of waste for other properties listed by the 2012 Regulations can be sourced through a Commercial Collection Trade Waste Contract.

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## Appendix 16

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### Policy 16: Restricted Wastes: Animal wastes

#### Overview

The Household Waste Recycling Centre (HWRC) services are provided by Staffordshire County Council on behalf of residents as a method to dispose of their household waste.

A pet is a household animal kept for companionship and a person's enjoyment, as opposed to wild animals or to livestock, laboratory animals, working animals or sport animals, which are kept for economic or productive reasons.

Domestic pets are readily recognised as cats, dogs, rabbits, rodents and pigeons, etc. However, in very small numbers, animals conventionally kept as livestock such as pigs, horses, sheep, goats, chickens, etc may also be considered as a pet.

Local authorities understand that certain types of wastes from domestic pets can be generated by householders and they therefore need to dispose of waste associated with keeping animals. Many local authorities have limited the quantity that can be accepted at HWRCs to ensure associated operational procedures do not pose excessive health and safety risks to site attendants.

#### Policy

Disposal limits for domestic pet waste applies, see table below.

Waste should be deposited in the residual waste containers as pet bedding or faeces is not suitable for composting with the green garden waste collected at the HWRCs.

#### Disclaimer

Residents may be required to complete a 'disclaimer form' to declare that the waste is from their household, has not arisen as a result of a commercial (trade) use, and to acknowledge that a limit applies to the quantities of waste they are entitled to deposit at the HWRC.

<b>Restricted Waste Type</b>	<b>Quantities Permitted</b>	<b>Frequency</b>
Animal bedding or faeces	2 bags (80 litres x 2) per household	Daily
Dead pet	None	-

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For more information please contact:

Sustainability and Waste Management Services  
Staffordshire County Council  
2 Staffordshire Place  
Tipping Street  
Stafford  
ST16 2DH

**Tel:** 0300 111 8000

**Email:** [recycling@staffordshire.gov.uk](mailto:recycling@staffordshire.gov.uk)

If you would like this document in another language or format (e.g. large text), please contact us on 0300 111 8000 or email [recycling@staffordshire.gov.uk](mailto:recycling@staffordshire.gov.uk)

