

# Household Waste and Recycling Centre (HWRC) policy

Approved by Committee on  
16<sup>th</sup> September 2021 with an implementation date of  
16<sup>th</sup> September 2021

## Document Control

<b>Approval Date</b>	16 <sup>th</sup> September 2021
<b>Implementation Date</b>	16 <sup>th</sup> September 2021
<b>Policy Number</b>	OPE/21/136
<b>Policy Author(s) and Owner</b>	Hannah Lynch Policy author Kris Hultman Policy owner
<b>Approval Authority</b>	Operational Delivery Committee
<b>Scheduled Review</b>	Annual
<b>Date and Changes:</b>	n/a

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## 1 Why does the Council need this Policy?

**1.1** This policy document details the purpose and provision of Household Waste and Recycling Centres (HWRCs) in Aberdeen and level of provision for the City. It also makes clear what is expected of the customer and consequences when there is non-compliance to the policy.

The purpose of the policy is to:

- State the level of provision the authority provides for householders.
- Maximise the amount of household waste materials segregated for reuse and recycling. Provide a convenient service for householders which maximises segregation of materials at the sites.
- Prevent the risk of misuse of the HWRCs by both domestic and non-domestic users.
- Ensure compliance of the licensing requirements for the HWRCs and help reduce the risk of financial burden associated with abuse of the sites from commercial users.

## 2 Application and Scope Statement

**2.1** The policy applies to all potential users of the Household Waste and Recycling Centres. For clarity, commercial waste cannot be accepted at any of the sites.

## 3 Responsibilities

**3.1** The Operations and Protective Services Chief Officer is responsible for managing this policy and associated guidance.

**3.2** Non-compliance with any section of this policy should be reported in accordance with the supporting documents detailed in section 4.

**3.3** Any feedback on the Household Waste and Recycling Centre (HWRC) policy or suggestions for improvement can be communicated to the Waste Strategy Officer in the first instance. The information and data collected above will help us understand the impact of activities and assist in identifying any potential improvements.

## 4 Supporting Procedures and Documentation

### 4.1 Supporting documentation

- [ACC Waste strategy 2014-2025](#)
- [Government waste and recycling targets](#)  
[The Refuse Disposal \(Amenity\) Act 1978 \(section 1 \(1\)\)](#)
- Household Waste & Recycling Centres Guidance:  
[https://wrap.org.uk/sites/default/files/2021-02/HWRC\\_Guidance\\_2018\\_4.pdf](https://wrap.org.uk/sites/default/files/2021-02/HWRC_Guidance_2018_4.pdf)

### 4.2 Supporting procedure

- Household Waste and Recycling Centre procedure

## 5 About this Policy

### 5.1 Provision of HWRCs

**5.1.1** Local authorities have a legal duty to provide HWRCs under 'The Refuse Disposal (Amenity) Act 1978' which states: " It shall be the duty of a local authority to provide places where refuse, other than refuse falling to be disposed of in the course of a business, may be deposited at all reasonable times (including at least one period of time on the Saturday or the following day of each week except a week in which the Saturday is 25th December or 1st January) free of charge by any person."

**5.1.2** The Council provides HWRC facilities that are operated by Suez Ltd on behalf of the Council and all sites are licenced under a Waste Management Licence (WML) issued by SEPA. They are free of charge for residents to deposit their household waste. The facilities provided are intended to have sufficient capacity to cater for a growing population; conveniently located for customers and are of a high standard that enables maximum diversion from disposal (landfill or Energy from Waste) and include re-use facilities.

**5.1.3** Details for each of Aberdeen's HWRCs can be found online at [Bins, Waste and Recycling | Aberdeen City Council](#).

**5.1.4** The HWRCs in Aberdeen are only licensed to accept household waste and cannot accept commercial or industrial waste.

**5.1.5** Only Aberdeen residents are permitted to use Aberdeen's HWRCs. All users are required to show proof of address e.g. driver's license, recent Council Tax or a utility bill. Visitors who cannot demonstrate residency will be turned away from the HWRC by site staff.

Where there is a genuine reason for a non-resident to visit a HWRC (e.g. clearing the property of a deceased relative who had resided in Aberdeen, travelling community waste) arrangements can be made in advance by contacting the Waste and Recycling Service. Details on how to do this are available on the Council website.

### 5.2 Items accepted at HWRCs

**5.2.1** A list of the types of waste which can be deposited at the sites is available on our website: [Find your nearest household waste and recycling centre | Aberdeen City Council](#)

**5.2.2** Items not accepted include:

- Asbestos (please note that we cannot accept asbestos as this is classified as a special waste which requires specialist removal and treatment; please contact a licensed asbestos disposal contractor).
- Commercial or industrial waste.
- Note that this is not an exhaustive list and refer to the Aberdeen city Council website: [Find your nearest household waste and recycling centre | Aberdeen City Council](#)

### **5.3 Commercial waste**

**5.3.1** Staff will turn away any vehicles carrying commercial or industrial waste attempting to enter the sites. Alternative arrangements must be made for the legal disposal of commercial waste e.g. via the Council's Business Waste collections or at facility licensed to accept this type of waste. More information is available from SEPA.

### **5.4 Vehicles permitted and not permitted at HWRCs**

**5.4.1** Cars and small vans carrying household waste can access any of the HWRCs without booking, but all visitors are required to bring proof of address as per 5.1.5. There is no limit on the number of visits that can be made to the site, however, if the frequency of visits and volumes and types of wastes being deposited are such that site staff suspect the waste is not from a domestic property, this will be challenged and access may be denied.

**5.4.2** Residents using larger vehicles and trailers to carry household waste must book an appointment before visiting any of the HWRCs. Larger vehicles that require an appointment include:

- Transit-type vans
- Cars with trailers
- People carriers above 7-seater capacity
- Pickup trucks
- Vans with a capacity above 4 cubic metres

**5.4.3** Vehicles not permitted access to any Aberdeen HWRC include:

Vehicles weighing over 3.5 tonnes

Vehicles with twin wheels or more than 4 wheels including:

- Tippers
- Plant vehicles
- Tractors

Trailers longer than 8 ft (2.5m)

### **5.5 Visiting the HWRC**

**5.5.1** All visitors to HWRCs should observe site rules and be respectful to site staff. Site staff reserve the right to deny access if there is inappropriate behaviour or abuse of staff.

**5.5.2** Site staff will assist visitors when appropriate and will promote recycling or reusing items instead of disposing of materials.

**5.5.3** Any resident wishing to visit a HWRC with a larger vehicle or trailer as defined in 5.6.2 that visits the site, must book an appointment in advance. Larger vehicles typically take longer to unload, and the booking system helps to manage the flow of traffic and reduce the likelihood of queuing. Appointments can be booked online at: [Book an appointment at a household waste and recycling centre | Aberdeen City Council.](#)

**5.5.4** Any resident wishing to bring paint or chemicals, regardless of vehicle type, to a HWRC must book an appointment in advance. This is to ensure there is supervision of this type of hazardous/difficult material.

**5.5.5** Bookings are restricted to 4 visits per household per month to help prevent illegal access by commercial visitors.

**5.5.6** On arrival to any of the HWRCs, all visitors must show proof of residency and visitors with larger vehicles and cars with trailers and/or paint will need their booking reference number and hire vehicle documentation if applicable.

## **5.6 Non-compliance with this policy**

**5.6.1** Site staff have the right to refuse the customer access to a HWRC if they suspect that the vehicle is carrying commercial waste, even if a booking has been made.

**5.6.2** The Council reserves the right to ban any visitor or vehicle for repeated non-compliance with this policy.

## **5.7 Operating hours**

**5.7.1** The HWRC operating hours are available on the Council website and are subject to change: [Find your nearest household waste and recycling centre | Aberdeen City Council](#). There may be occasions when a site must close temporarily without notice. Materials must only be disposed of when the HWRC is open. Leaving items of waste or recycling at the gate of a closed HWRC, is fly tipping and therefore illegal. All sites have CCTV and fly tipping will be investigated and may lead to prosecution.

## **5.8 Communication**

**5.8.1** Consistent, clear and appropriate signage will be provided at all HWRCs.

# **6 Risk**

**6.1** The policy seeks to reduce the Council's financial and environmental risks and enhance the Council's reputation through compliance with permitting requirements, increased recycling rates and more efficient operations.

**6.2** Without this policy there would be a lack of clarity over the purpose, level of provision and legislative limitations that apply to these facilities.

**6.3** Unrestricted access to HWRCs would be in breach of the SEPA's licensing conditions and would have a significant negative impact on the Council's budget due to the cost of the additional waste the council would have to manage.

**6.4** There are no unintended effects, consequences or risks directly resulting from the implementation of this policy.

## **7 Environmental Considerations**

- 7.1** Providing recycling and reuse facilities at HWRCs in addition to the domestic waste collection service, increases opportunity for residents to divert materials from disposal and reduce greenhouse gas emissions.
- 7.2** The policy will support a reduction in carbon emissions, in line with the Council's targets of net zero emissions by 2045, through increasing diversion of materials from landfill and energy from waste.

## **8 Policy Performance**

**8.1** The effectiveness of policy performance will be measured in several ways including:

- HWRC waste disposal costs should decline with restricting amount of trade waste being illegally brought in through implementing this policy.
- HWRC tonnage and diversion data should demonstrate a decline in typically trade waste e.g. builders rubble, plasterboard through implementing this policy.
- Illegal trade waste visitor counts will decline through implementing this policy.
- Booking data should show decline in illegal trade waste visitors through implementing this policy.
- Commercial waste disclaimer data will lead to a reduction in disclaimers through implementing this policy.
- Volume of non-conforming wastes delivered/ accepted should decrease through implementing this policy.
- There will be fewer customer complaints regarding queues to sites as booking system implemented for larger vehicles.

**8.2** The booking system provides a mechanism to help manage traffic flow, which not only reduces the risk of queues but also enables site staff to better manage their time and provide more guidance to visitors, which in turn leads to increased separation and diversion from energy from waste/landfill.

**8.3** The number of relevant customer complaints and customer feedback is also an indicator of success e.g. fewer complaints of queues. In addition, a clear well communicated policy reduces the likelihood of conflict at sites.

**8.4** Waste and recycling data is reported annually to SEPA and is an indicator of success. Recycling performance data is also reported quarterly to the Operational Delivery Committee. In addition, the Waste and Recycling Service also has internal reporting where the waste and recycling data is reviewed, bench marked against previous years and used to inform plans and activities. Data is available for the recycling rates of each individual HWRC.

## 9 Design and Delivery

**9.1** The policy will address the LOIP stretch outcome 14 of reducing Aberdeen's carbon emissions by 42.5% by 2026, through increasing diversion of materials from landfill and energy from waste.

**9.2** Council's Statutory Obligations will be met through the policy implementing requirements from the legislation detailed in section 4.1.

## 10 Housekeeping and Maintenance

**10.1** The supporting document specified within this policy will be reviewed and updated as and when required.

**10.2** An accompanying procedure will be created to support the Household Waste and Recycling Centre (HWRC) policy.

## 11 Communication and Distribution

**11.1** The Household Waste and Recycling Centre (HWRC) policy will be available on the Aberdeen City Council website to be accessed by householders and shared with relevant staff. If customers have no digital access, information can be obtained through calling the Contact centre on 03000 200 292 or from information hubs and local libraries.

**11.2** The reviewed policy will be used as part of internal induction training for waste and recycling staff.

## 12 Information Management

**12.1** Information generated by the application of this policy will be managed in accordance with the Council's Corporate Information Policy and Supporting Procedures.

## 13 Definitions and Understanding this Policy

### 13.1

**Commercial waste:** Waste similar in type to household waste but arising from non-domestic premises (including 3<sup>rd</sup> sector or charity premises) or rented domestic premises, where the landlord manages the waste.

**Household Waste and Recycling Centre (HWRC):** Community facility where residents can take household waste for reuse or recycling without charge.

**Household waste:** waste arising from households.