

CABINET

Date of Meeting	Tuesday, 19 th November 2024
Report Subject	Residual Waste Collection Change - Implementation and Policy Update
Cabinet Member	Cabinet Member for Streetscene and Transportation
Report Author	Chief Officer (Streetscene and Transportation)
Type of Report	Operational

EXECUTIVE SUMMARY

In July 2024, Cabinet approved the transition to a three-weekly residual waste kerbside collection model, whilst retaining the comprehensive weekly kerbside recycling and food waste collection service currently provided. This is a fundamental action set out in the Council's Resource and Waste Strategy to improve the Council's recycling performance, maximise resource efficiency, minimise waste, reduce emissions and minimise the risk of infraction fines. It is also a key action recommended within an internal audit report on recycling performance for the authority, which was rated "red" for assurance, in mitigation against the strategic red risk on the Council risk register.

The report that was presented to Cabinet in July 2024 detailed that a further report would be provided to set out the implementation plan and communications plan, to provide members with assurance that the change to service will be well planned and managed to minimise the impact to Flintshire residents. This update report presents the proposed implementation date and details the action plan and communications plan in place for the service change.

The report also includes an updated Household Recycling and Waste Collections and Household Recycling Centre (HRC) Operations Policy to reflect the previously approved changes to service, and an updated HRC Vehicle Permit Policy to reflect the revised procedures put in place to support customers with disabilities who may need to access the HRCs using their vehicles.

RECOMMENDATIONS

1	Cabinet approves the proposed implementation date for the residual waste collection frequency change already approved.
2	Cabinet notes the proposed implementation plan presented with this report and supports the work undertaken to date.

3	Cabinet notes the communication plan presented with this report.
4	Cabinet notes the updated Recycling and Household Collections and Household Recycling Centre Operations Policy to reflect the previously approved changes to services.
5	Cabinet notes the updated Household Recycling Centre Vehicle Permit Policy to be published following the adoption of revised procedures put in place to support customers with disabilities who may need to access the HRCs using their vehicles.

REPORT DETAILS

1.00	EXPLAINING THE PROPOSED IMPLEMENTATION PLAN AND COMMUNICATION PLAN FOR DELIVERING SERVICE CHANGE TO RECYCLING AND WASTE COLLECTION SERVICES
1.01	<p>In July 2024, Cabinet approved the transition to a three-weekly residual waste kerbside collection model, whilst retaining the comprehensive weekly kerbside recycling and food waste collection service currently provided. This is a fundamental action set out in the Council's Resource and Waste Strategy to improve the Council's recycling performance, maximise resource efficiency, minimise waste, reduce emissions and minimise the risk of infraction fines. It is also a key action recommended within an internal audit report on recycling performance for the authority, which was rated "red" for assurance, in mitigation against the strategic red risk on the Council risk register.</p> <p>The report that was presented to Cabinet in July 2024 detailed that a further report would be provided to set out the implementation plan and communications plan, to provide members with assurance that the change to service will be well planned and managed to minimise the impact to Flintshire residents. This update report presents the proposed implementation date, and details the action plan and communications plan in place for the service change.</p> <p>The report also includes an updated Household Recycling and Waste Collections and Household Recycling Centre (HRC) Operations Policy to reflect the previously approved changes to service, and an updated HRC Vehicle Permit Policy to reflect the revised procedures put in place to support customers with disabilities who may need to access the HRCs using their own vehicles.</p>
1.02	<p><u>Implementation Date</u></p> <p>It is proposed that the implementation date of the service change is Monday, 28th April 2025. This allows sufficient time for the service to undertake the appropriate planning, testing, and familiarisation of new routes, procure additional resources, such as vehicles and containers, and develop and implement a comprehensive communications plan for residents.</p>

	<p>We have considered earlier implementation dates; however, the lead-in times for delivery of the recycling recovery vehicles (RRVs) and bespoke collection vehicles for food waste collections, as well as ordering stock such as recycling bags and containers do not allow for an earlier implementation date.</p> <p>Additionally, the beginning of April 2025 conflicts with the Easter holiday period, which risks some residents not being at home when their first scheduled collection for the new service takes place and could result in collections not being made for up to six weeks if they were on holiday. An implementation date of 28th April 2024 would ensure that we avoid the Easter holiday period when people may be away from home for their first scheduled collection.</p>
1.03	<p><u>Implementation Plan</u></p> <p>To effectively manage the transition in service, a project group has been established to progress the service change, which is meeting on a weekly basis. Several individual workstreams have been established by this group leading to a number of sub-projects. Each sub-project has been assigned a project lead and project support officers to progress required actions. This has required cross-portfolio working and external support to progress. The workstreams include:</p> <ul style="list-style-type: none"> • Data cleansing for existing residual waste rounds, recycling rounds, absorbent hygiene products (AHP)/nappy collections and assisted collections. • Residual and recycling round reviews (including five-day working Monday to Friday) • Collection container stock review and new recycling bag trial • Staffing and resource reviews in consultation with employees and Trade Unions • Procedural reviews of current services to data cleanse and improve efficiencies. • Planning for garden waste subscriptions and collection service in spring 2025 • Enhanced excess waste enforcement post implementation. • Time and motion studies of existing working practice • Fleet vehicle review for waste and recycling collection services. <p>Appendix 1 sets out these workstreams in a Gantt chart as an overview document and the relative timescales for their action and implementation.</p>
1.04	<p>To assist with service change planning, WRAP Cymru have shared with us a paper to help local authorities learn from the issues that have been experienced in other areas across Wales, which outlines the steps that can be taken to help mitigate and minimise issues during a service change.</p> <p>Adequate time for planning and preparation has been highlighted as a key risk, and support functions within the local authority (health and safety, information technology, human resources, fleet services, procurement, customer services, communications/public relations) need to be actively involved from the start and have a full understanding of the change and the resources that may be required from them pre, during and post the service change. The project group has included relevant personnel from these support functions, who will be key as the project develops over the coming months.</p>

WRAP Cymru advise that local authorities should not underestimate the demands on resource of continuing to manage business as usual on top of mobilising a new service and adequate time is required to ensure that the pre-mobilisation, planning and support can be planned and resourced. The amount of work and resources required for each element should not be underestimated. This will be a key element of our operational plans going forward.

1.05

Communication Plan

The key to successful implementation will be the managed communication of information to stakeholders throughout the transition period. To aid this, a four-phased communications plan has been developed pre, during and post service change to share the right level of information at the appropriate times. Support from WRAP Cymru, the Communications team, Customer Services, Connects Centres and Contact Centre will be provided to deliver this.

WRAP Cymru has emphasised the importance of ensuring both internal and external plans and lines of communication are clear with a robust communications plan to include appropriate communications for members, frontline staff, residents, all council employees.

Details of the four-phased plan include:

Phase one: September to December 2024

- Instilling current processes ensuring residents are engaged with the service.
- Developing resources to support the service change campaign.

Phase two: November 2024 to April 2025

- Promote the date of the service change.
- Launch 'Let's get it sorted' campaign.
- Launch resources to support service change preparedness.
- Update website/social media with relevant resources.
- Community engagement events (Connects/HRCs/community centres)
- Align with national recycling campaigns.
- Staff engagement and training (involving TUs)

Phase three: January – April 2025

- Social media campaign/developing FAQs
- Community engagement events (Connects/HRCs/community centres)
- Door knocking campaigns.
- Member workshops/briefing sessions
- Staff briefings (involving TUs)

Phase four: April 2025 onwards

- Continuation of engagement campaigns
- Door knocking campaigns and route monitoring
- Developing FAQs

Appendix 2 outlines the high level four-phased communications plan in a Gantt chart and the relative timescales for each action and implementation.

1.06

Household Recycling and Waste Collections and Household Recycling Centre Operations Policy

The household waste collections and household recycling centre policy was last updated and published in 2017. As part of the implementation plan, an update of this policy has been included with this report to reflect the changes that have already been approved by Cabinet and implemented since this time through various other committee cycles.

The updated policy takes account of the revised residual waste collection frequency, introduction of services such as absorbent hygiene products (AHP) and nappy collections, which were introduced in 2021, and changes to the household recycling centres, such as operational days, booking systems for certain waste streams and charging for some materials.

The purpose of including the policy document update in this report is to publish an accurate and up-to-date policy to reflect the changes that have already been approved previously and for our elected members and residents to have a clear policy to which to refer.

Appendix 3 details the updated policy to be published.

1.07

Vehicle Permit Policy

The household recycling centre vehicle permit policy has been updated to include a procedure for the assessment of vehicles that are required by residents with disabilities who may be unable to access the HRCs due to their vehicle not meeting the criteria of the policy, for example, a high sided camper van or cases where the vehicle has been adapted to accommodate the disability.

The policy already allows for mobility vehicles to be allowed unrestricted access if they are within the size criteria of the policy; however, a request has been put forward by some members to make adjustments to the policy for those vehicles outside the size restrictions and concerns have been raised that the council could be in breach of the Equality Act by restricting access to these residents.

Following consultation with the strategic equality advisor, the Council is required to make reasonable adjustments to policy in these instances, on provision of demonstratable need for the adjustment. The policy has therefore been updated to allow for those vehicles to be issued with a permit, subject to the following eligibility checks:

- A standard vehicle permit application should be completed.
- Applicant to provide a copy of a valid blue badge.

Appendix 4 details the updated section (blue writing) to be published.

2.00	RESOURCE IMPLICATIONS
2.01	As outlined in this report, a project group has been set up for the implementation of this service change and varying resources from other areas of the portfolio will need to be allocated as the project progresses. This will include input from several Streetscene teams, including Waste Strategy, Waste and Recycling Operations, Enforcement, Training and Compliance, Fleet Services, Stores Management, Business Admin Support, and the Technical Team.
2.02	Additional support will be required from support functions across the local authority (health & safety, information technology, human resources, fleet services, procurement, customer services, communications/public relations, contact centre), which are currently being programmed into the implementation plan and consulted upon with the relevant teams.
2.03	Work is already underway on the review of current waste and recycling rounds, and staffing and resource reviews will be undertaken in consultation with employees and Trade Unions accordingly.
2.04	Modelling work undertaken has shown that a transition to a 3-weekly residual waste collection model, while retaining the comprehensive weekly recycling service, will deliver annual savings of £0.654m. The reports presented and approved through the July 2024 committee cycle provide further background details on the modelling work carried out, which will provide the baseline data for measuring and monitoring performance in the future.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	This is an operational update for members following the approval of the Cabinet decision to transition to a 3-weekly collection model. The purpose of presenting the proposed implementation plan and communications plan is to ensure that members have sight of the plans in place and provide an update on progress made to date, as well as identify any potential risks to the programme.
3.02	WRAP Cymru have shared information to help local authorities learn from the issues that have been experienced in other areas across Wales and have outlined the steps that can be taken to help mitigate and minimise issues during a service change. The advice received from WRAP Cymru has been factored into our plans.
3.03	The service change is a fundamental action in achieving the objectives of our Resource and Waste Strategy and mitigating the likelihood of Welsh Government issuing the outstanding infraction charges for 2021/22, 2022/23 and 2023/24, which currently equate to £1.2m.

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	Cabinet Member for Streetscene and Transportation.

4.02	Chief Officer team
4.03	Council portfolios (via the project group)
4.04	Environment & Economy Overview & Scrutiny Committee

5.00	APPENDICES
5.01	Appendix 1 – Implementation Plan
5.02	Appendix 2 – Communication Plan
5.03	Appendix 3 – Recycling and Household Collections and Household Recycling Centre Operations Policy
5.04	Appendix 4 – Household Recycling Centre Vehicle Permit Policy

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Cabinet Report - Resource and Waste Strategy Cabinet Report - Transition to a Restricted Capacity Residual Waste Collection Model

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Ruth Tulley, Regulatory Services Manager Telephone: 01352 704796 E-mail: ruth.tulley@flintshire.gov.uk

8.00	GLOSSARY OF TERMS
8.01	<p>Residual Waste Materials that remain following efforts to reduce, reuse, recycle or compost. Commonly known as ‘general waste’ or ‘black bin waste’.</p> <p>Dry Recycling Recyclable items collected such as, cardboard, paper, tin cans, plastic bottles/tubs/trays, glass bottles/jars, waxed cartons, aerosols</p> <p>AHP Absorbent hygiene products such as nappies and incontinence pads.</p> <p>Kerbside Collections the collection of recycling and waste from residential properties</p> <p>Household Recycling Centres Waste disposal centres where residents can dispose of domestic waste and recycling items that are not collected at the Kerbside.</p>

Resources Materials, such as glass, plastic, paper fibres, that can be utilised to produce new items.

Infraction fine a financial penalty imposed by government for not meeting statutory recycling targets.

Round Review a review of the waste and recycling collection rounds to ensure that there is sufficient capacity to collect the waste presented as efficiently as possible.

Excess Waste additional residual waste placed alongside the black bin, or on top of the black bin so that the lid does not fully close.

This page is intentionally left blank

Appendix 2 - Communications Plan

	September	October	November	December	January	February	March	April	Implementation	May	June
Phase 1											
"Did you know campaign" - social media / engagement sessions / website videos											
Recycling Education - increased promotion of services and equipment (link to national campaigns)											
Increased promotion of food waste recycling - resident engagement / walkarounds / social media											
Phase 2											
Promotion of clear bag policy at HRCs											
"Lets get it sorted" how to campaign roll out - PR / members briefing / website/ social media / resident engagement											
FAQs & promotion of weekly recycling service - members email / resident engagement / website / leaflets											
Christmas campaign - social media											
Promotion of new collection schedules											
Phase 3											
Move to 3-weekly - door knocking campaign											
Delivery of new collection schedule calendar											
"Lets get it sorted" how to campaign continued with focus on reduced black bin collections (key things to prepare) - residents engagement / FAQ sessions / informative videos / staff comms / social media											
Are you ready campaign - leaflets / bin stickers / social media / member workshops / staff comms											
Staff training & FAQs											
Round up of key messages and reminders - social media / connect centre & HRC messaging / toolbox talks / member workshops / resident engagement / leaflets											
Phase 4											
Continued promotion of change and education, door knocking and route monitoring, develop FAQs where required.											

This page is intentionally left blank



HOUSEHOLD RECYCLING AND WASTE COLLECTIONS and HOUSEHOLD RECYCLING CENTRE OPERATIONS POLICY



 **Sir y Fflint yn ailgylchu**
Flintshire recycles

Overview

Policy	Household Recycling and Waste collection and Household recycling centre Operations Policy
Portfolio	Streetscene and Transportation
Service Area	Waste Strategy / Service Delivery
Related Documents	HRC Vehicle Permit Policy

Revision History

Version	Issue date	Summary of Changes
1	2017	Household Waste Collection and Household Recycling Centre Operations Policy
2	November 2024	Policy revision following approved service changes implemented since 2017.

Approval

Version	Who/Where	Date
1	Cabinet	2017
2	Cabinet	
3		

CONTENTS

1. Introduction
2. Legislations
3. Household Recycling and Waste collection Eligibility
4. Recycling and Waste Types and Frequency
5. Container Presentation
6. Collection Day and Time
7. Recycling Preparation and Presentation
8. Formalised Collection Points
9. Collections on Private Roads
10. Excess non-recyclable waste presentation and enforcement
11. Assisted collection
12. Missed wheeled bin(s) and Food Caddy
13. Missed Recycling
14. Clinical/Medical Household Waste Collection
15. Absorbent Hygiene Product (AHP) Household Waste Collection
16. Bulky Household Waste Collection
17. Household Recycling Centres (HRC's)
18. Locations
19. Operating days and hours
20. Materials Accepted
21. Changeable and Bookable Items
22. Recycling and Residual (Non-Recyclable) Waste
23. Materials and items not accepted.
24. Vehicle Permit Policy
25. Conditions of Site Use
26. Site Monitoring and Security

1. Introduction

Our vision is to lead Flintshire towards a circular economy, maximise our resource efficiency, minimise waste and work collaboratively with our communities to take collective environmental responsibility.

Through an effective resource and waste strategy, we aim to safeguard the well-being of current and future generations, support the local economy, and reduce our impact on climate change.

This policy sets out the Council's recycling and waste collection and disposal arrangements for householders in Flintshire and the householder's duty in accordance with set legislation to ensure that the vision is achieved.

2. Legislation

2.1. Under the terms of the Environmental Protection Act 1990 (EPA), Flintshire County Council (the "Council") is classed as a Waste Collection and Disposal Authority and, as such, has a statutory duty to collect household recycling and waste from all domestic properties in the county. Under Section 46(4) of the Act, the Council has specific powers to stipulate:

- The amount, size and type of the collection receptacle(s).
- Where the receptacle(s) must be placed for the purpose of collecting and emptying.
- The time the receptacle(s) must be placed for the purpose of collecting and emptying.
- The waste types which may or may not be placed within each of the receptacle(s).

2.2. In addition, Section 51 of the EPA sets out the authority's statutory duty as a waste disposal authority in that: -

2.3. It shall be the duty of each waste disposal authority to arrange:

- for the disposal of the controlled waste collected in its area by the waste collection authorities; and
- for places to be provided at which persons resident in its area may deposit their household waste and recycling and for the disposal of waste so deposited.

2.4. Household waste and non-household waste (including construction waste) is defined in the Environmental Protection Act 1990 and the Controlled Waste (England and Wales) Regulations 2012.

3. Household Recycling and Waste Collection Eligibility

3.1. Each household in Flintshire, registered on the council tax register, will be entitled to receive the recycling and waste collection services as set out in this policy.

3.2. Non-domestic premises (businesses, charities and public sector organisations) are not entitled to a collection under this policy and are subject to the Workplace Recycling Regulations as set out in The Waste Separation Requirements (Wales) Regulations 2023.

4. Recycling and Waste Types and Frequency

4.1. The Council operates a comprehensive weekly recycling collection service offering the following services:

Table 1: Recycling Collection Arrangements

Recycling	Container Type	Container size	Frequency
Glass bottles and jars	Blue box	40 litres	Weekly
Mixed plastics (bottles, tubs, pots, trays), Metals (tin cans and foil), Aerosols and Wax cartons	Silver hessian sack	90 litres	Weekly
Cardboard and paper (cardboard boxes, paper, envelopes, pamphlets)	Blue hessian sack	70 litres	Weekly
Food waste (uneaten food, peelings, carcasses, tea bags, eggshells, pet food, leftover food)	Green Container Silver caddy Liners	23 litres 7 litres 7 litres	Weekly
Domestic batteries	Clear plastic bag / pot	Not specified	Weekly

4.2. The Council operates a chargeable service for the collection of household garden waste (green waste). The charge is reviewed through the corporate annual review of fees and charges.

Table 2: Garden Waste Collection Arrangements

Recycling	Container Type	Container size	Frequency
Garden waste (grass, leaves, hedge cuttings, plants)	Brown wheeled bin	140 litres	Fortnightly

4.3. For any items that are deemed non-recyclable then the following service is provided:

Table 3: Residual Waste Collection Arrangements

Waste	Container Type	Container size	Frequency
Residual waste (e.g., non-recyclable waste, polystyrene, animal waste, used tissues and small hygiene products)	Black wheeled bin	180 litres	Once every three weeks
AHP (Absorbent hygiene Products) / Nappies	Orange container/Sacks	40 litres	Weekly

4.4. Some items not yet collected via the council collection services, such as plastic film,

crisp packets and pet food pouches, can be taken to local businesses, retailers or supermarkets for recycling. Further information on these locations is provided on the council website.

5. Container Presentation

- 5.1. Where operationally possible, all households are included in the collection service, and properties will receive curtilage (kerbside) collections. However, in some locations specific collection points will be identified by the Council and in some locations (e.g. terraced properties or flats) local collections will be provided from communal collection points or communal bins, which are provided for the purpose of storing recycling and waste materials prior to collection.
- 5.2. All containers are provided free of charge to the household, except for additional brown wheeled bins which are chargeable (see separate fees and charges policy).
- 5.3. All recycling and waste items must be presented in Council supplied containers to ensure that it is safe to collect.
- 5.4. All containers supplied to householders for the purpose of the recycling and waste collections shall remain the property of the Council and can be recalled or changed at the Council's discretion.
- 5.5. Householders are responsible for the storage, safe keeping, and cleaning of containers provided by the Council.
- 5.6. Only recycling and waste produced by a household on a normal day-to-day basis should be placed in the containers provided (i.e., it should not contain non-standard items such as bulky waste, commercial or business waste).
- 5.7. Households may request and present for collection multiple recycling containers to accommodate the amount of household recycling they produce on a weekly basis.
- 5.8. Only one black wheeled bin will be provided per property. Any property presenting more than one black wheeled bin will have the additional wheeled bin removed without notice.
- 5.9. Where a household has 6 or more permanent occupants, they may make a request for a larger, 240-litre black wheeled bin for the storage of non-recyclable waste, subject to relevant checks as stipulated by the Council. This service shall be subject to annual review and the 240-litre wheeled bin will be exchanged for a standard 180-litre wheeled bin once the number of permanent occupants reduces below 6.
- 5.10. All containers supplied by the Council must only be used for the storage of items as prescribed by the Council. Failure to do so may result in the Council retrieving the container(s) from the households.
- 5.11. Any request to provide a new or replacement wheeled bin, recycling container or food bags (e.g., due to damage or for a new property etc.) shall be made by contacting the Council through the Contact Centre on 01352 701234 or connects Centre. Only wheeled bins will be delivered by the Council to the householder's property. All other recycling containers can be collected from a network of collection sites across the

authority. A list of these sites can be found on the Council's [website](#).

- 5.12. Where a household produces large quantities of garden waste, they may purchase up to two additional 140-litre wheeled bins for the storage of this material. The charge for additional brown bins will be reviewed annually and details of current charges are available in the Council's fees & charges listing.
- 5.13. Lids on wheeled bins and hessian sacks must be fully closed when the recycling and waste is presented for collection to ensure that items are securely contained and to protect the environment and the health and safety of the collection crews when handling, moving or lifting the bins and to prevent street littering. Containers must not be overfilled, preventing them from being fully closed, so as to minimise spillage.
- 5.14. Any waste jammed in a wheeled bin that does not naturally fall out following the normal mechanical emptying process on the waste collection vehicles will not be taken. In these cases, householders will have to loosen the materials themselves ready for the next scheduled collection.
- 5.15. All wheeled bins, food containers and recycling containers must be placed on the driveway or footway within one metre of the curtilage or boundary of the property and be easily accessible and visible to the crews without the need to open gates etc. Where this is not possible, the containers should be placed on the footway or verge outside the property, at a point where they cause minimal obstruction to highway users.
- 5.16. The householder must collect their wheeled bins and recycling containers after they have been emptied and return them to within the boundary of their property on the day of collection. This includes at communal collection points. Containers must not be permanently stored on the public highway. Collection crews will return all bins and containers to the same point as they have been presented.
- 5.17. When householders move home, they are required to leave all wheeled bins and recycling containers at the property for the new occupant to use. The only exemptions are additional garden waste bins (brown wheeled bins) that have been purchased by the householder from the Council.

6. Collection Day and Time

- 6.1. Wheeled bin(s) and recycling collections, where operationally possible, will take place on the same day each week.
- 6.2. All wheeled bins, food containers and recycling bags and containers must be presented for collection by 7am on the day of collection and removed as soon as possible after collections have taken place.
- 6.3. Container(s) may be placed at their collection point on the evening before collection, however, the Council will not accept liability for any injury or damage to third parties as a result of any incidents occurring with a container left on the public highway unless caused by the acts or omissions of its employees, contractors or agents.
- 6.4. We recognise that Flintshire residents want to do their best to protect the environment, but occasionally high winds can cause problems on collection days. In windy weather,

household waste and recycling containers and their contents can easily get blown around and this can lead to some littering issues in some places. During windy weather, it is recommended that containers are not placed out for collection the evening before and that residents bring containers back in as soon as they can after collection to prevent them from being blown away.

- 6.5. It may be necessary for the Council to change collection days or time on occasion e.g., over the Christmas and New Year period or during inclement weather.
- 6.6. On some occasions, the Council may have to suspended collections due to a service disruption (e.g. during adverse weather, fuel shortage, national emergency etc.). The Council will make every effort to minimise the level of disruption to householders during these periods and will try to reschedule any missed collections as soon as the cause of the disruption comes to an end.
- 6.7. Notification of changed collection days in these instances will be available on the Council website, social media accounts and via the Council's Contact Centre.
- 6.8. Where the Council is unable to collect any missed waste collections due to a service disruption, householders should retain their recycling and waste materials until the next scheduled collection day when all material will be collected.
- 6.9. In these circumstances, residents can use their nearest household recycling centre (HRC), on selected days, for the disposal of large amounts of recycling and waste, that cannot be stored safely at home.

7. Recycling Preparation and Presentation

- 7.1. Certain recycling items (plastic pots, bottles, tubs, trays, glass jars, bottles, and metal tins and cans) placed in the container(s) should be rinsed and be free of the material originally stored in them.
- 7.2. Households must separate their waste items into the appropriate containers as per the advice provided by the Council. If the householder fails to correctly separate their waste materials into the prescribed containers as required, the waste may not be collected, and this shall not be classed as a missed collection.
- 7.3. In this instance the collection crew will notify the resident why the containers have not been emptied by way of informative sticker/leaflet left with the container. Following such an incident the householder will be requested to place their items in the correct container which will then be collected on the next scheduled collection day.

8. Formalised Collection Points

- 8.1. Where required, site specific arrangements will be made for recycling and waste collections at flats, terraced properties or properties with narrow or difficult access arrangements. These specific collection arrangements will be communicated to the householder by the Council.
- 8.2. Wheeled bins and recycling containers will be returned to their point of origin by the collection crews immediately after collection with the lid of the container(s) closed.
- 8.3. The householder must collect their wheeled bins and recycling containers after

they have been emptied and return them to within the boundary of their property on the day of collection. Containers must not be permanently stored at the designated collection points.

8.4. Every household that utilises an agreed collection point must have the number or name of their property clearly marked on their container(s) so that any containers can be linked back to the property.

9. Collections on private roads

9.1. Where possible, collection vehicles will travel along private roads or unadopted roads allowing residents to present their waste containers at the same point on their property as though the road were adopted.

9.2. Unadopted roads refer to roads that do not have to be adequately maintained by the highway authority under the Highways Act 1980. A legal duty to maintain these roads still exists, but the responsibility lies with the owners of the road, which usually consists of the owners of any properties fronting that road.

9.3. A private road is a road that is owned and maintained by a private individual, organisation or company rather than by the Council.

9.4. Should any private road be deemed unsuitable for the vehicles to travel along and/or poses a risk of damage to the vehicle the Council reserves the right to stop collections from the property. In this instance, the residents will be required to bring their container(s) to point where the private road meets the adopted highway.

9.5. Where a household is required to bring their containers to the adopted highway, then this will be discussed and agreed, in writing, in advance with the householder.

9.6. When a collection cannot be made from a private road on the day of collection, the household will be notified as soon as practically possible, and an alternative collection arrangement will be discussed and agreed.

9.7. If the owner of the private road or unadopted road refuses to allow the collection vehicles to use the road, the residents will be required to bring their container(s) to a point where the private road meets the adopted highway.

9.8. The Council will not be responsible for the maintenance of any private road or unadopted road used for the purpose of recycling or waste collections and will not take any responsibility for damage or disruption.

9.9. Householders who are physically unable to present their containers at the designated collection point or kerbside, and who have applied and been granted as eligible for an assisted collection will be entitled to a collection service from their property.

9.10. In some cases, this may mean an alternative collection method (e.g. smaller vehicle) or different collection day from the standard service and assisted collections on unadopted or private roads will need to be risk assessed independently and arranged with the householder or relevant landowner.

10. Excess non-recyclable waste presentation and enforcement

10.1. The Council will not collect excess non-recyclable waste that is presented in addition to the volume permitted within the black wheeled bin.

10.2. Excess waste is classed as:

- Additional non-recyclable waste placed alongside or outside the black wheeled bin.
- Additional waste placed on top of a wheeled black bin, with the lid either closed or open.
- More than one black wheeled bin (additional) placed out by a property for collection.

10.3. Any property that is identified as presenting excess waste may be subject to enforcement action. The Council takes a three-staged approach to excess waste presentation focusing on education and engagement first, then formal enforcement action if the issue persists. The stages are:

➤ **First stage (Informal): an advisory sticker and letter will be issued**

At this stage, a letter of advice will be issued along with informative leaflets on how the household can reduce waste and what can be separated for recycling, a sticker will also be placed on the bin to notify the resident. The crew will take the excess waste on this occasion.

➤ **Second stage (Formal): a Section 46 Notice will be issued**

A formal notice of the intention to take enforcement action if excess waste continues to be presented will be served on the property; this is known as a Section 46 Notice. At this stage, both an enforcement officer and the waste strategy team will be involved to help explain the requirements of the collection service and offer further advice on how to present waste and recycling for collection. This stage is recorded and monitored for future occurrences.

On this occasion, the crew will not take the excess waste, and it will be the responsibility of the householder to sort materials into the correct recycling containers provided ready for the next scheduled collection day.

➤ **Third stage (Formal): A Fixed Penalty Notice / Prosecution**

A Fixed Penalty Notice (FPN) will be issued if stage one and two have been unsuccessful in effecting a change in the householder's behaviour and excess waste is continuing to be presented. There will be 28 days in which to pay the FPN, charged at £75 per instance. If this remains unpaid then the Council can progress to prosecution. Any excess waste will again be left for the resident to separate into the correct recycling containers in advance of the next scheduled collection day.

The Council will not return for excess waste reported as a missed collection following a Stage 2 or 3 event. Any additional bins presented by a property will be removed without notice.

11. Assisted Collections

11.1. Where, through ill-health or disability, a householder cannot present their wheeled bin or recycling containers at the curtilage or kerbside, and subject to there being no other able bodied adult person living at the property to assist with presenting the containers, the householder may make a formal request to the Council for an assisted collection.

- 11.2. This means that crews will collect recycling and waste containers from a location on the property which is agreed with the householder and returned following collection.
- 11.3. If an assisted collection is approved, a suitable collection point on the property shall be agreed with the householder and collections will then take place from this point. A risk assessment will be carried out prior to any collections at this agreed point. All containers will be returned to the agreed collection point by the collection crew once they have been emptied.
- 11.4. Assisted Collections will be restricted to those households who are in genuine need following approval of an application to the Council. If an assisted collection is no longer required, then the resident will be required to notify the Contact Centre and the property will be removed from the list. The Council will also review individual cases every 12 months and, if it is found that the service is no longer required, the assisted collection will be removed with 3 weeks' notice. Residents can apply for an assisted collection online.
- 11.5. When providing an assisted collection, there is a requirement for the access to the container(s) to be of an adequate standard so as not to pose a hazard to the collection crews and for all pets to be restrained or kept away from the area during collections. The Council reserves the right to withdraw the assisted waste collection arrangement from any property where the collection crew deems it unsafe to collect from.

12. Missed wheeled bin(s) and Food Caddy

- 12.1. If a wheeled bin (black or brown) or food waste caddy is placed out for collection at the kerbside, or at a collection point specified by the Council, on the correct collection day and time i.e. before 7am and it is not picked up by the Council by 3pm on the specified collection day, then this will be classed as a missed collection.
- 12.2. Where a genuine missed collection is reported, the Council will endeavour to return and collect the wheeled bin(s) or food caddy within two working days following receipt of the report of a missed collection.
- 12.3. Where it is proven that the householder has failed to place the bin out for collection at a collection point as specified in this policy or on the designated day and time, the Council will not return for the collection and the resident will be required to place their container(s) for collection on the next scheduled collection date or make arrangements to dispose of the waste at a household recycling centre.
- 12.4. Missed collections can be reported through the Contact Centre on telephone number 01352 701234 or through the Council's [website](#) after 3pm on the day of missed collection.

13. Missed Recycling

- 13.1. Where a recycling container is not collected this can be reported as a missed collection. However, the Council will not return for a missed recycling collections and the householder will be expected to place the recycling out for collection on the next scheduled collection day.

13.2. Alternatively, if the householder is unable to wait until the next scheduled collection day, then the recycling can be taken to one of the Council's five [HRCs](#).

14. Clinical/Medical Household Waste Collection

14.1. The Council provides a collection service for clinical/medical waste (e.g., dressings, bandages, stoma bags, catheters, needles) from householders upon request.

14.2. Requests for this service can be made by call the Contact Centre on 01352 701234 or by emailing streetscene@flintshire.gov.uk

14.3. The Council shall provide a suitable container(s) for the householder to store and present their clinical waste in.

14.4. An agreed collection point, day of collection, frequency of collection and any other specific instructions regarding this service, will be agreed between the Council and the householder in advance of collection being made.

14.5. If a collection is arranged, but no waste is presented on three consecutive collections, then the household will be removed from the collection schedule. Unless there is a prior agreement, households will automatically be removed from the collection service and will need to reapply.

15. Absorbent Hygiene Product (AHP) Household Waste Collection

15.1. The Council provides a collection service for absorbent hygiene products (AHP) waste (nappies, incontinence pads etc.) from householders upon request, and via a prescribed application form on the Council website.

15.2. The Council shall provide a suitable container and bags for the householder to store their AHP waste in for collection.

15.3. The AHP waste will be collected weekly on a designated day as stipulated by the Council. This may not be a day aligned with the standard recycling and waste collections for that property.

15.4. The AHP container can be presented for collection at the curtilage, or from just inside the boundary of the property, where the crew can see and access it easily. For assisted collection or private road households, this may vary.

15.5. A registered property will be provided with a collection service for a period of two years from the date of registration or until the collection is no longer required (whichever is shorter). After two years, households will automatically be removed from the service and need to reapply via the online [form](#).

15.6. When the service is no longer required then it is the responsibility of the household to notify the Council which can be done via the Streetscene Contact Centre or by emailing: streetscene@flintshire.gov.uk.

15.7. If no AHP waste is presented for collection on more than three occasions, then the household will be automatically removed from the collection schedule, unless agreed otherwise.

16. Bulky Household Waste Collection

- 16.1. The Council provides a bulky waste collection service for householders for items such as furniture, white goods (e.g. refrigerators, washing machines, tumble dryers) electrical items. A full list of items is published on the Council [website](#).
- 16.2. This is a chargeable service for 1 to 5 items. Extra items, up to a maximum of five additional items, can also be collected at an additional charge per item. The charges are reviewed through the corporate annual review of fees and charges.
- 16.3. Bulky collections can be requested through the Streetscene Contact Centre on 01352 701234 where a collection appointment with the householder will be made.
- 16.4. Fridges and fridge freezers are removed free of charge from all homes. These items must be presented at the kerbside and emptied of all contents prior to collection.
- 16.5. Home improvements including kitchen/bathroom renewals, fitted wardrobes and any soil and rubble from landscaping works will not be collected as part of a bulky waste collection service and households should make the appropriate arrangements with their contractor to ensure that they comply with their own duty of care for the compliant disposal of the material.
- 16.6. Non-domestic waste (from businesses, charities and public sector organisations) is not eligible for collection via this service.
- 16.7. The Council reserves the right to refuse the collection of any waste items that may cause harm or that may put at risk the health and safety of collection staff or members of the public.
- 16.8. The cost for this service is detailed in the Council's fees and charges listing. A subsidy to the standard charges is applied to householders in receipt of income support, unemployment benefit, disability living allowance, war pension, state pension or guaranteed pension credits. Proof of benefit will be required upon application.

17. Household Recycling Centres (HRCs)

- 17.1. The Council will provide well managed Household Recycling Centres (HRCs) that are accessible, safe and meet the requirements of householders of Flintshire that are registered on the Council Tax register.
- 17.2. The Council manages and operates five household recycling centres (HRCs) for Flintshire residents to donate for reuse, recycle, compost or dispose of small volumes of household items that cannot be collected by the household collection service. Waste items from non-domestic premises such as businesses will only be accepted at cost through Greenfield HRC as part of a permit scheme.
- 17.3. Residents are required to sort and separate their recycling and waste items before visiting the HRC site so that they can be placed quickly and conveniently into the correct recycling container. This allows for a quick transit through the site, thereby minimising overcrowding and queuing whilst maximising recycling.

18. Locations

Table 4: HRC Locations:

Site	Address
Buckley	Globe Way, Buckley. CH7 3LY
Greenfield	Greenfield Business Park No.2, Greenfield. CH8 7GJ
Mold	Nercwys Road, Nercwys, Mold. CH7 4ED
Sandycroft	Prince William Avenue, Deeside. CH5 2QZ
Oakenholt	Chester Road, Oakenholt. CH6 5SF

19. Operating days and hours

Table 5: HRC opening times.

	Greenfield	Buckley	Mold	Sandycroft	Oakenholt
Monday	9am – 5pm	9am – 5pm	9am – 5pm	9am – 5pm	9am – 5pm
Tuesday	CLOSED	CLOSED	9am – 5pm	9am – 5pm	9am – 5pm
Wednesday	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
Thursday	9am – 5pm	9am – 5pm	CLOSED	CLOSED	CLOSED
Friday	9am – 5pm	9am – 5pm	9am – 5pm	9am – 5pm	9am – 5pm
Saturday	9am – 5pm	9am – 5pm	9am – 5pm	9am – 5pm	9am – 5pm
Sunday	9am – 5pm	9am – 5pm	9am – 5pm	9am – 5pm	9am – 5pm

19.1. All sites are closed on Christmas Day, Boxing Day and New Year's Day.

19.2. The Council reserves the right to close the HRCs without notice in response to an emergency or if deemed to be unsafe (e.g. during adverse weather). In these instances, every effort will be made to reopen them as soon as it is safe to do so.

19.3. Information on any service disruption will be communicated via the council website and social media platforms.

20. Materials Accepted

20.1. A list of materials accepted at each HRC is listed on the Council [website](#). These materials do vary per site and are subject to change. Households are encouraged to review what can be accepted at each site before visiting. Unusually large amounts of the items listed or multiple loads of the same item(s) may not be accepted.

21. Changeable and Bookable Items

21.1. The Council operates a booking and charging system for some non-household waste items. Charge will be reviewed through the corporate annual review of fees and charges.

21.2. Details of how to book these items for disposal are shown on the Council [website](#).

21.3. Details of charges for the non-household items are listed in the Council's fees and charges listings.

22. Recycling and Residual (Non-Recyclable) Waste

- 22.1. Prior to visiting the HRCs, householders are encouraged to sort and separate their items into recycling and waste streams to allow for quick and efficient disposal on site.
- 22.2. Mixed bags of waste are not permitted to be placed into the residual (general) waste skip to ensure recyclable items are placed in the correct container. If residual waste does need to be disposed of this must be brought in a clear (transparent) bag or container so that recycling can be identified and removed prior to disposal, if present.
- 22.3. Any waste presented in black sacks, for example, will not be accepted and the customer will be asked to open these bags before disposal. Where recycling is presented within the black sacks, the customer will be asked to pre-sort the items and place them into the appropriate recycling container. Gloves and hand sanitising facilities will be available. The aim is to reduce the amount of waste going for disposal and to achieve this, customers will be required to sort their waste and will not be permitted to dispose of recyclable waste.

23. Materials and items not accepted.

- 23.1. The Council endeavours to accept a wide range of recycling and waste items generated by households; however, some items are not accepted due to their individual properties. These waste types include, but are not limited to:

Table 6: Waste types not accepted.

Item	Additional Information
Poisonous weed and invasive species (including but not limited to Japanese Knotweed, Giant Hogweed, Himalayan Balsam and Common Ragwort)	See guidance from Natural Resources Wales (NRW) for dealing with invasive weeds. NRW
Commercial fridges and freezers	Large commercial-type fridge/freezer will need to be disposed of through a specialist company to remove it.
Commercial tyres	Commercial tyres will need to be removed by a specialist company.
Petrol and diesel	Customers will need to contact a local fuel disposal specialist to dispose of petrol or diesel
Ammunition	Ammunition can be surrendered at the local police station, through a registered firearms dealer or to another authorised firearm certificate holder. Customers must not dispose of them themselves.
Fireworks and marine flares	Where possible, customers should follow the manufacturer's guidance for disposal. Used fireworks only can be thoroughly soaked in water, bagged and placed in the residual waste bin.

	However, it is illegal to dispose of unused fireworks or flares in this way.
Other explosive materials	See the guidance above on fireworks and ammunition.
Flammable liquids	Customers will need to contact a disposal specialist to dispose of flammable liquids
Clinical waste (e.g. sharps, dressings or colostomy bags)	Customers should speak to their local GP surgery, pharmacy or community nurse for help with disposing of infectious clinical waste. The Council also provides a clinical waste collection service for non-infectious clinical waste – see Clinical/Medical Household Waste Collection for further details
Medicines	Medicines and associated products should be disposed of at your local GP surgery or pharmacy
Animal carcasses	We do not accept domestic pets or wildlife carcasses at the Household Recycling Centres. Customers should contact their nearest veterinary surgery for advice.
Large or difficult wastes (e.g., vehicles, trailers, sheds, caravans, large tree stumps, boulders, engines)	Customers should contact specialist waste disposal companies for large or difficult waste streams or hire a skip from a reputable, accredited skip hire company

24. Vehicle Permit Policy

24.1. The Council operates a vehicle permit policy on all HRCs. The policy can be viewed here [Vehicle and Trailer Permit \(flintshire.gov.uk\)](http://flintshire.gov.uk)

25. Conditions of Site Use

25.1. The HRCs are operated to provide Flintshire households with a pleasant and professional experience. When visiting the HRCs we expect all customer to abide by our condition of site use rules.

25.2. The Council reserves the right to reject any person from a Household Recycling Centre if it suspects that they have contravened any of the conditions highlighted within this Policy.

- Respect site staff and other customers
- Comply with the instructions given by site staff
- Follow any signage, speed limits, health and safety law and guidelines
- Verbal or physical abuse will not be tolerated
- Animals are not permitted to exit vehicles
- The use of mobile phones whilst driving and disposing of waste on site is prohibited
- Persons under 16 must be supervised by an adult
- All items are to be pre-sorted prior to visiting the site into the item type for quick and efficient disposal
- The Council reserves the right to inspect all items brought to site for compliance
- All items must be placed in the correct container for their disposal so to maximise

reuse and recycling.

- Customers may request assistance if required
- Any non-recyclable waste placed in the residual waste skip must be available for inspection and must not be contained in black sacks.

26. Site Monitoring and Security

26.1. For the safety and wellbeing of the site staff, customers and infrastructure, all HRCs are covered by CCTV cameras. The site staff also reserve the right to utilise body cameras for their own protection and that of our customers.

26.2. The recordings on these devices may be used in the investigation and prosecution of any persons abusing the site rules or committing a criminal offence.

This page is intentionally left blank



Vehicle Permit Policy



 **Sir y Fflint yn ailgylchu**
Flintshire recycles

Policy	Vehicle Permit Policy
Portfolio	Streetscene and Transportation
Service Area	Waste Strategy
Related Documents	Household Waste Collection and Household Recycling Centre Operations Policy

Revision History

Version	Issue date	Summary of Changes
1	April 2022	Standalone policy implemented following review of the Household Waste Collection and Household Recycling Centre Operations Policy
2	April 2023	S1-Includes definition of trade/business waste S1.1-Update to permit criteria for sign written vehicles S2.1- Defines mobility vehicle access S2.2-Defines access for trailers with caged sides S3.1 & 3.2 – Defines documents needed on application S3.3-Defines access criteria for sign written vehicles S4-Defines action to be taken on permit administration and collection of soil conditioner S7(c) - Defines process when borrowing a vehicle
3	November 2024	S1 Updated text to reflect trade waste procedure. S 1.1 – Added clarity regarding permit re-application S 2.2 – Added mobility/disability vehicles S 3.2 – Added application process for mobility/disability vehicles

Consultation

Version	Who	Date
1	Operatives, management, Chief Officer Team, Elected Members, Environment and Economy Overview and Scrutiny Committee, Cabinet	2021/22
2	Operatives, management, Chief Officer Team, Elected Members, Environment and Economy Overview and Scrutiny Committee	September – November 2022
3	Management, Chief Officer Team, Cabinet Member for Streetscene and Transportation, Environment and Economy Overview and Scrutiny Committee	September - November 2024

Approval

Version	Who/Where	Date
1	Cabinet	18 January 2022
2	Cabinet	20 December 2022
3		

CONTENTS

1. Flintshire Vehicle Permit Scheme
 - 1.1 Vehicle Permit Scheme Criteria
2. Vehicle Eligibility
 - 2.1 Vehicles that do not require a permit
 - 2.2 Vehicles that do require a permit
 - 2.3 Vehicles not eligible for a permit
3. Application Process
 - 3.1 Vehicle documentation required on application
 - 3.2 Trailer documentation required on application
 - 3.3 Sign written vehicles
 - 3.4 [Motability/Disability vehicles](#)
4. Permit Holder Access
 - 3.5 Changing/Selling a vehicle
 - 3.6 Lost or damaged vehicle permits
 - 3.7 Collection of soil conditioner
- 4 Withdrawal from the vehicle permit scheme
- 5 One-off permit
- 6 Temporary permit
- 7 Abuse of the vehicle permit scheme

1. Flintshire Vehicle Permit Scheme

The Household Recycling Centres (HRCs) are provided for householders to dispose of household waste safely and conveniently, as well as encouraging increased participation in recycling.

Flintshire County Council currently manages and operates five Household Recycling Centres (HRCs) for Flintshire residents to recycle or reuse household items that cannot be collected by the kerbside collections vehicles. The centres are situated at the following locations across the County:

- Greenfield
- Sandycroft
- Mold
- Buckley
- Rockliffe (Oakenholt)

The HRCs are solely for the disposal of small scale household waste from domestic properties. [Commercial and/or business waste is only accepted through a permit scheme at the Greenfield HRC in line with the conditions of the Environmental Permit.](#)

The Council's HRCs are not permitted to accept trade, commercial or business waste, which can be defined as any waste that comes from a commercial activity. If you use part of your home to run your business, then any waste from that part is business waste. Business waste also includes any waste that comes from construction, demolition, industry and agriculture. [This waste can be disposed of at a charge through a permit scheme, subject to compliance checks, at Greenfield HRC.](#)

To control access and manage the waste volumes being delivered to a HRC, the Council operates a vehicle permit scheme.

This policy sets out the parameters of the vehicle permit scheme.

1.1 Vehicle Permit Scheme Criteria

- A permit is issued on a rolling twelve month basis
- Twelve visits are permitted every twelve months.
- A householder can choose when to use the permits e.g. either all in one month or spread the visits over the year.
- [A full application must be resubmitted following the permit expiry or, if all twelve visits have not been used on expiry, once all the permit allocation has been fully utilised.](#)
- Only one permit is to be issued per residential address.
- [Permits will be issued for the site in closest proximity to the resident's property or, where a valid business case is presented, for the resident's site choice.](#)
- Trailers **will not** be allowed access if towed by a vehicle requiring a permit (E.g. van)
- Certain sign written vehicles may be eligible for an annual permit subject to certain conditions (see Section 3.3)
- Vehicles registered to a business address or associated with business, trade or commercial waste **are not** eligible for a [standard](#) permit.

- Domestic vehicles **are not** eligible if they are linked to businesses.(as above).
- The vehicle/owner must **not be** a registered waste carrier with either Natural Resources Wales or Environment Agency (England) [when disposing of household recycling and waste materials](#).
- Permits are available to Flintshire residents only and only **one** permit can be issued per household.
- Permits issued apply to a vehicle at a specific Flintshire address and not the waste. Therefore, even with a permit, HRC site staff can still turn away anybody suspected of bringing in waste of a commercial nature or waste related to the business of the sign written vehicle. If this does occur then the permit will be withdrawn from the resident as the terms and conditions of its issue will have been breached.
- Householders will **not** be permitted to use a permit to bring in any waste that relates to the business activity for which the vehicle is normally used.

2. Vehicle Eligibility

The type of vehicle will dictate whether a permit is required.

2.1 Vehicles that do not require a permit

- Small car
- Standard car
- Large family car
- Sports Utility vehicles (SUV)
- 4x4 vehicles (also known as All-Wheel drive)
- Motorbike
- Mobility vehicle (size must be within restrictions of policy - standard or low roof elevation below 7 feet or 2.14 metres and must have mobility aid modifications)

2.2 Vehicles that do require a permit

- Pick-up (two and four seats) i.e. a small vehicle with an open/closed part at the back in which goods can be carried
- Car derived van
- Small van
- Medium van (standard or low roof elevation below 7 feet or 2.14 metres)
- Single axle trailers up to 6.6 feet / 2 metres in length with/without caged sides*
- Twin axle trailers up to 6.6 feet / 2 metres in length with/without caged sides*
- Minibus (with internal fixtures intact)
- Camper vans and motor homes (with internal fixtures intact and below 7 feet or 2.14 metres)

- Mobility vehicles that exceed the size restriction as set out in this policy but have mobility aid modifications to support a customer with a disability to facilitate their day to day lives.
- Vehicles that exceed the size restriction as set out in this policy but are needed by a customer with a disability to facilitate their day to day lives.
- Vehicles that have been adapted to accommodate a disability, which would not ordinarily meet the criteria for a standard vehicle permit.

** The policy may allow trailers with caged sides to have access to the HRC as long as they do not exceed the dimensions indicated above (either at the point of purchase or retrofitted) and providing that the waste can be removed without removing the sides completely or without lowering the ramps.*

2.3 Vehicles that are not eligible for a permit

- Large box van (Luton type)
- Large goods vehicles (LGVs)
- Heavy goods vehicles (HGVs)
- Tipper vehicles
- Flatbed vehicles
- Large vans (XLWB; LWB)
- Vans with high roof elevations (over 7 feet or 2.14 metres)
- Trailers longer than 6.6 feet / 2 metres in length
- Boxed trailers / trailers with extended side panels / modified trailers
- Trailers with access ramps
- Minibus (with internal fixtures removed)
- Camper vans and motor homes (with internal fixtures removed)
- Agricultural vehicles
- Horse boxes / trailers

3. Application process

Householders paying standard council tax in Flintshire will be entitled to apply for permits by fully completing an application form. Permits will only be issued to Flintshire households. (Only households in Flintshire paying standard Council Tax are entitled to use the Council's Household Recycling Centres).

All applications for a vehicle permit will be made via the online e-form available on the Council's Website.

On application, all required documentation must be submitted so that an assessment of eligibility can be made.

Householders will be required to provide the following information:

- Name of applicant
- Address
- Telephone number
- Vehicle registration number
- Vehicle make, model and colour
- Height of the vehicle / dimensions of the trailer
- Type of Vehicle: as specified in Section 2.2
- Confirmation of acceptance of Terms and Conditions of the permitting scheme

For applicants who repeatedly do not provide the required documentation their application will be refused, and they will not be eligible to re-apply for a period of six months.

A resident will be allowed one appeal should a vehicle permit be refused. To lodge an appeal the resident must complete the relevant e-form on the Council's website clearly stating the grounds for appeal. Before considering an appeal, residents must refer to this policy and only appeal if they deem that the policy has not been applied correctly.

Terms and Conditions apply and can be viewed on the Council's website along with the privacy notice.

3.1 Vehicle documentation required on application

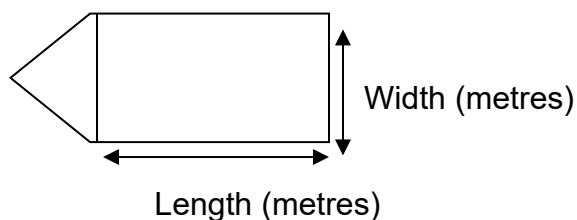
- Completed e-form.
- Full vehicle log book / A copy of the V5 Vehicle Registration document
- Driving licence
- 1 x utility bill or council tax bill to prove you live within the County of Flintshire (current and within the last 12 months)
- The addresses on the documentation must match and must detail the property where the vehicle is registered.
- Photos of the vehicle for which the permit is requested:
 - Rear interior view from rear doors showing registration plate (additional picture required if registration plate cannot be seen if doors are open)
 - Side view (one side)

3.2 Trailer documentation required on application:

- Complete e-form
- Full vehicle log book / A copy of the V5 Vehicle Registration document
- Trailer dimensions (see diagram below)
- Driving licence

- 1 x utility bill or council tax bill to prove you live within the County of Flintshire (current and within the last 12 months)
- The addresses on the documentation must match and must detail the property where the vehicle is registered
- Photos of trailer for which the permit is requested clearly showing:
 - Rear of trailer showing registration plate
 - Side view showing full length and height.

The trailer dimensions required to be submitted with the application are:



No alternative or self-interpreted dimensions will be accepted.

3.3 Certain sign written vehicles may be issued an annual permit (allowing a maximum of 12 visits), on condition that:

- the vehicle is registered to a Flintshire residential address for council tax;
- the waste deposited is not associated with any trade waste activity
- the waste deposited at the HRC has not been or is unlikely to have been produced by the activity of that business or associated business;
- the only waste presented at the HRC is domestic household waste

The new annual permit would be available for Flintshire residents only and only one permit will be issued per household. Permits issued apply to a vehicle at a specific Flintshire address and not the waste. Therefore, even with a permit, HRC site staff can still turn away anybody suspected of bringing in waste of a commercial nature or waste related to the business of the sign written vehicle. If this does occur then the permit will be withdrawn from the resident as the terms and conditions of its issue will have been breached. Householders will not be permitted to use a permit to bring in any waste that relates to the business activity for which the vehicle is normally used.

3.4 Mobility/Disability vehicle documentation required on application:

Where a resident has a disability and utilises a vehicle not permitted under this policy then adjustments can be made to allow that vehicle to obtain a permit.

A full permit application must be made so that an assessment of the vehicle can be undertaken.

Assessment is subject to the submission of the following information:

- A standard vehicle permit application be completed as per section 3.1.
- Provide a copy of a valid blue badge.

The Council reserves the right not to grant a permit if it is deemed that the vehicle could cause a health and safety issue when using the site.

4 Permit Holder Access

To better control access to HRCs and prevent abuse of the permit scheme, permits will be issued to a designated HRC site. The permits will be issued for the site in closest proximity to the resident's property or, where a valid business case is presented, for the resident's site choice. This will assist in the control of larger more complex vehicles at each site meaning that one site is not overwhelmed with permitted vehicles.

- Permits will only be issued to individual addresses once per annum.
- Vehicles cannot be issued permits against multiple addresses.
- A permit is only valid for the vehicle described on the permit

4.1 Changing/Selling a vehicle

When a resident sells a vehicle which has been issued with a vehicle permit they must return the permit to the following address with a covering letter explaining the situation. The permit is not transferable with the vehicle at the point of sale.

Flintshire County Council,

Alltami Depot, Mold Road, Alltami, Flintshire CH7 6LG

If the resident purchases another vehicle that requires a permit then a new application must be made to ensure that the vehicle is compliant with this policy.

4.2 Lost or Damaged Vehicle Permits

If a resident loses or damages a permit they must contact the council immediately to notify of the situation. The permit will be immediately cancelled and site staff notified. A replacement permit can be issued; however, the number of uses already taken place will be deducted from the permit.

Streetscene Contact Centre 01352 701234

Email: streetsceneadmin@flintshire.gov.uk

4.3 Collection of Soil Conditioner

Soil condition is available free of charge from the HRCs. If a resident wants to collect this product in a vehicle that is subject to this policy then they must have a valid permit to gain access to the site. This is to ensure that only vehicles accessing the HRCs are of the approved height or length.

If the resident is only attending site to collect soil conditioner, and not to dispose of any recycling or waste, then they will have to show their valid permit however a visit will not be deducted from the allocated twelve.

5. Withdrawing from the vehicle permit scheme

Residents can withdraw from the vehicle permit scheme at any time by returning their permit to the following address with a covering letter explaining their wish to cancel:

Flintshire County Council

Alltami Depot, Mold Road, Alltami, Flintshire CH7 6LG

Should unused permits not be handed back, the Council will treat this situation the same as if a householder has lost the permits.

6. One-Off Permit

For those vehicles that do not conform to the vehicle eligibility criteria, such as a vehicle registered to a business, whose owner(s) require to use their vehicle/trailer to dispose of larger, bulky items, then a one-off permit can be issued if it is clearly demonstrated that the waste being disposed of is not related to the business or activity of the business to which the vehicle is registered or used e.g. a vehicle registered to a plumber wanting to dispose of household garden waste.

To obtain a one-off permit an application must be made in advance of the visit via the specified e-form on the Council's website so that an assessment can be made and a permit issued.

The vehicle type for the application of a one-off permit must conform to one of the vehicle types stated in Section 2.2.

A one-off permit may be issued a maximum of two times in a twelve month period.

7. Temporary Permit

a) Using a Hired Vehicle to remove household waste

A temporary permit can be issued to a Flintshire resident who hires a vehicle to remove their own household waste.

The householder will be required to provide the vehicle hire agreement to demonstrate that the vehicle is on hire.

b) Borrowing or using a workplace or company van and commercial type vehicle

Householders from Flintshire may use their employer's van or commercial type vehicles (subject to the vehicle complying with the type and size restrictions detailed in Section 2.2) to deposit their own household waste at Household Recycling Centres.

However, the householder will require a letter from the owner (or their representative) on company notepaper giving permission to the applicant to use the vehicle to move their own domestic waste, which will be used in place of the Vehicle Registration Document V5 for verification purposes (proof of residency in Flintshire will still be required by the householder).

c) Borrowing or using family/friend's vehicle

Householders from Flintshire may make use of a family member or friend's vehicle (subject to the vehicle complying with the type and size restrictions detailed in Section 2.2) to deposit their own household waste at Household Recycling Centres.

Proof of residency in Flintshire will still be required by the householder, but it is not a requirement that the vehicle must be registered within Flintshire.

The vehicle type for the application of a one-off permit will be required to conform to one of the vehicle types stated in Section 2.2. If the vehicle does not meet the vehicle sizing or type requirements it will not be allowed access onto the HRC site.

A temporary permit will be issued a maximum of one time in a twelve month period and will allow for three visits over a seven day period.

To obtain a temporary permit an application must be made in advance by contacting **Streetscene Contact Centre on 01352 701234** / streetsceneadmin@flintshire.gov.uk so that an assessment can be made and a permit issued.

8. Abuse of the vehicle permit scheme

Flintshire County Council reserves the right to terminate all concessions afforded by the permit scheme if the permit holder is in contravention of any stipulations contained within this policy and the Terms and Conditions of use.

Abuse, aggressive behaviour or threats to members of staff or other residents will not be tolerated and may result in a permit either being revoked with immediate effect or the permit holder being excluded from access to Flintshire County Council HRCs.

HRC staff members are authorised and permitted to confiscate a permit should certain circumstances make this necessary, for example:

- Abuse, aggressive behaviour or threats towards site staff or other residents.
- Not adhering to site rules including breach of site safety rules, speeding restrictions, staff directives.
- Permits defaced, altered or with illegible details are invalid.
- Not declaring hazardous waste within a load.
- Depositing non-conforming or waste types that are not permitted on site.

Permits issued apply to a vehicle at a specific Flintshire address and not the waste, therefore, even with a permit the site staff at HRCs are still able to turn away anybody suspected of bringing in waste of a commercial nature.

The Council will monitor visits to HRC sites to prevent and control duplicated requests for replacement of lost or stolen permits, that is, householders that continue to use the supposedly lost permits, after receiving new ones.

The Council will monitor visits to identify any permits that have been copied or faked.

The Council will have the right to reject any person from a HRC site if it suspects that the person has contravened any of the conditions highlighted within this Policy.

Householders who turn up at a Household Recycling Centre site without a permit for their van or small commercial-type vehicle will be turned away.

Any person bringing trade waste to site with or without a permit will be reported to Natural Resources Wales.

This Policy supersedes the Household Waste Collection and Household Recycling Centre Operations Policy 2017, Sections 12.7 to 12.13

This page is intentionally left blank