

Household Recycling & Waste Collections and Household Recycling Centre Operations Policy



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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
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2	Cabinet	
3		



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Contents

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

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. Legalisation

- 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	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 (Mar-Nov) and monthly (Dec-Feb)

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 5pm 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 three 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 5pm 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 container or bag which allows the waste to be visible for inspection, 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. 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	Container Type
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 \(flintshire.gov.uk\)](https://www.flintshire.gov.uk/vehicle-and-trailer-permit)

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.