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**ACCESS POLICY**

 **HOUSEHOLD WASTE RECYCLING CENTRES**

Version 7

05 February 2024

1. **Purpose**
	1. The purpose of this document is to set out the policy for the use of Household Waste Recycling Centres (HWRCs) by householders and the arrangements for charities and commercial users. These HWRCs are managed on behalf of Fife Council by Fife Resource Solutions LLP.
2. **Implementation & Duration**
	1. The policy will take effect from 1 October 2021.
	2. This access policy will be subject to change.
3. **Household Waste**
	1. HWRCs are open with a booking system in place for small and short wheelbase (low roof) vans, pickups and trailers at all sites and for cars and mobility adapted vehicles at Cupar and Ladybank. No booking is required for cars and mobility adapted vehicles at all other HWRCs. Trailers are not allowed access at Cupar.
	2. **There will be no access to small and** **short wheelbase (low roof) vans, pickups or trailers (and cars or mobility adapted vehicles at Cupar and Ladybank) without a booking**. Bookings can be made at [www.fife.gov.uk/recyclingcentres](http://www.fife.gov.uk/recyclingcentres). Do not attempt to access a HWRC in a small or short wheelbase (low roof) van, pickup or trailer (and car or mobility adapted vehicle at Cupar and Ladybank) without a booking, as access will be refused. This will be supported by Police Scotland.
	3. All of Fife’s HWRCs are accepting Fife household waste, subject to booking online for small and short wheelbase (low roof) vans, pickups and trailers (except Cupar) and cars or mobility adapted vehicles at Cupar and Ladybank.
4. Dunfermline Household Waste Recycling Centre
5. Ladybank Household Waste Recycling Centre
6. Lochgelly Household Waste Recycling Centre
7. Kirkcaldy Household Waste Recycling Centre
8. Glenrothes Household Waste Recycling Centre
9. St. Andrews Household Waste Recycling Centre
10. Dalgety Bay Household Waste Recycling Centre
11. Methil Household Waste Recycling Centre
12. Pittenweem Household Waste Recycling Centre
13. Cupar Household Waste Recycling Centre
14. Cowdenbeath Household Waste Recycling Centre
	1. HWRCs may be closed and/or opening times may change at short notice, however Fife Resource Solutions will attempt to offer alternative outlets where available. Where possible, this information will be delivered via HWRC staff, signage at the HWRCs entrance, contacting Fife Council’s Contact Centre and notices at [www.fife.gov.uk](http://www.fife.gov.uk)/recyclingcentres. We will also, where practicable, send e-mails advising of the closure to those with pre-booked slots.
	2. HWRCs are free to use by Fife householders for their own household waste only. The materials accepted at HWRCs are:

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| Books |  |
| Cans and plastics |  (except Cupar) |
| Carpet |  (except Cupar) |
| Donation drop-off station | Glenrothes only |
| Fluorescent light bulbs/tubes |  |
| Gas cylinders (empty) |  (except Cupar) |
| Glass bottles and jars |  (except Cupar) |
| Green garden waste |  |
| Household batteries |  (except Cupar) |
| Independent Living Equipment (e.g. walking frames, sticks and aids) |  (except Cupar and Ladybank) |
| IT reuse collection | Dunfermline only |
| Landfill waste that:* Is not suitable for reuse.
* Cannot be recycled
 |  |
| Mattresses |  (except Cupar) |
| Metal |  |
| Paper and cardboard |  |
| Small electrical and electronic equipment  |  (except Cupar) |
| Soil, brick, stone and concrete |  (except Cupar) |
| Textiles |  (except Cupar) |
| TVs and monitors |  (except Cupar) |
| Vehicle batteries |  (except Cupar) |
| Vehicle oil |  |
| Upholstered furniture (POPs) |  (except Cowdenbeath, Cupar, Dalgety Bay and St Andrews) |
| White Goods such as washing machines and fridges. |  (except Cupar) |
| Wood (includes MDF and logs) |  |

* 1. Upholstered furniture:
		+ Cannot be accepted at Cowdenbeath, Cupar, Dalgety Bay and St Andrews Household Waste Recycling Centres. These items must be taken to any of the other Household Waste Recycling Centres.
		+ MUST be placed into the correct container, labelled ‘Upholstered furniture’ at Household Waste Recycling Centres accepting this material No items can be placed outside of the container. Upholstered furniture should not be placed into any other container.
	2. The following vehicles will NOT be permitted access to any HWRC:
* any vehicle over 3.5 tonnes;
* large vans, not exceeding 3.5 tonnes, includnig long and medium wheelbase vans or raised roof;
* any flatbed vehicle or flatbed tippers;
* trailers larger than 6x4ft and any trailer at Cupar HWRC;
* any trailer towed by a vehicle other than a car, pickup or car derived van;
* vehicles with waste that is not contained within the vehicle, such as roof bars;
* motorhomes;
* minibuses; and
* agricultural vehicles.
	1. Hire vehicles are allowed into all HWRCs. Householders with a hire vehicle must provide proof of hire on request. When bringing in a hire van or pickup (or car at Cupar and Ladybank) please book a slot and select the appropriate hire vehicle category. When visiting site please bring your hire document and proof of address, which must match, in order to gain access to the site. Hires cannot be for a period of more than 72 hours as they will otherwise be deemed commercial hires. If you require access more than once in 7 days for a hire vehicle then please contact hwrc.enquiries@fife.gov.uk.
	2. When booking, choose the correct vehicle category for the vehicle you bring to the HWRC. You will not be allowed access if you have declared the wrong vehicle category. Guidance on vehicle categories can be found at

[www.fife.gov.uk/recyclingcentres](http://www.fife.gov.uk/recyclingcentres).

* 1. Your time in the HWRC should be no more than 20 mins in a small or short wheelbase (low roof) van, pickup or trailer. Once at the HWRC, users should remain 2 metres from all other users and staff.
	2. Please do not queue outside the HWRC before your booking time. Arriving outside your booking time will lead to disruption for others. You will be asked to leave and return at your booking time if more than 5 minutes early.
	3. If you arrive more than 10 minutes late for your booking you will not be allowed entry. This is to ensure there is no congestion outside of the HWRC.
	4. It is not possible to cancel a HWRC booking within 2 hours of the booking time to prevent misuse.
	5. Householders must arrive in the vehicle they booked with. ONLY vehicles with the booking registration plate will gain access to the HWRC.
	6. The above facilities will not be available for use by non-Fife householders unless the material originates from a Fife household and is being delivered by a relative, carer or friend of the householder. To ensure that only waste generated in Fife is disposed of at our HWRCs, staff may ask for proof of identity or residency, such as a driving licence or Council Tax bill, along with a booking reference number. Failure to provide evidence will result in refusal to dispose of waste at the HWRC, even if a booking has been made.
	7. Householders with a small or short wheelbase (low roof) van, pickup or trailer can access HWRCs once in a 7-day period. This is to allow for the occasional house clearance, renovation or seasonal garden waste. Cars and mobility adapted vehicles can visit HWRCs as many times as needed. This is to allow for the occasional house clearance, renovation or seasonal garden waste. Frequent users will be monitored for fair use and waste crime. Regular and frequent householders will be referred to a Recycling Advisor to assess their needs. Suspected commercial or trade users will be banned.
	8. If you are assisting a Fife resident by disposing of their waste, please bring their proof of address and yours to display on entry, if required. Please be aware Automatic Number Plate Recognition (ANPR) and vehicle registrations will be monitored for frequent use and you will be contacted for compliance checks.
	9. If continuous bookings are made and not used, Fife Resource Solutions will block access to HWRCs.
	10. The Environmental Protection Act 1990 allows for local authorities to refuse access and disposal if staff members believe that commercial waste is being disposed of as household waste. Fife Resource Solutions will enforce this ruling at all our HWRCs on behalf of Fife Council. If staff believe that waste delivered to the HWRC may not be household waste then you will be turned away, even if you have a booking. If you turn up in a vehicle that is not accepted at that HWRC, you will be turned away even if it has a booking. If you arrive at a HWRC with materials outwith those accepted, you will not be allowed to dispose of it and will be turned away, even if you have a booking.
	11. Alternative waste disposal arrangements can also be made by the methods below:
* other waste contractors are available in Fife, waste can be disposed of at a cost. You must ensure that the company has a waste carriers licence with SEPA to remain legal;
* skip hire can be arranged by calling 03451 55 11 33 or by email to sales@cirecoscotland.co.uk;
* consider if there a retailer takeback scheme to uplift old items when you buy new;
* reuse services or networks in your area that could uplift your items to be reused by others [www.fife.gov.uk/reuse](http://www.fife.gov.uk/reuse); and
* Fife Council’s bulky uplift service can be accessed at [www.fife.gov.uk/bulkyuplifts](http://www.fife.gov.uk/bulkyuplifts).
	1. Please bring your own hand sanitising products to clean your hands after using the containers. Welfare facilities at HWRCs are **not** for public use.
	2. Please do not ask HWRC employees for assistance unloading your vehicle or handling waste items. Site staff cannot help to dispose of your waste but will be on hand to answer any questions.
	3. Do not touch hand tools (brush/shovel) supplied on site for cleaning up. Fife Resource Solutions employees will maintain the cleanliness of HWRCs.
	4. Food waste bags will **not be** available at HWRCs.
	5. Avoid bringing sharps/needles to HWRCs. These can be taken to your local pharmacy.
	6. Children under the age of 12 and pets are not permitted outside of vehicles at any of our sites.
	7. Pedestrian and bicycle access is not permitted to HWRCs due to health and safety and traffic management issues.
	8. Wheeled bins are not permitted at HWRCs and users cannot empty the contents of a wheeled bin into any container.
	9. Fly tipping is a criminal offence and will not be tolerated in or outwith the HWRCs.
	10. CCTV, Body Worn Cameras and ANPR is in operation for the purposes of crime prevention and public safety. Data gathered will be used for the management of HWRCs and the detection of criminal activity.
	11. Privacy Notice

To find out more about how we store and manage your data please visit:

* [www.fife.gov.uk/privacy](http://www.fife.gov.uk/privacy)
* [www.cirecoscotland.co.uk/privacy-policy-frs/](http://www.cirecoscotland.co.uk/privacy-policy-frs/)
1. **Charities**
	1. Charities based wholly in Fife must use the weighbridges to dispose of waste. The following weighbridge sites can be accessed by charities, with pre-arrangement through sales@cirecoscotland.co.uk
* Thornton Transfer Station
* Lochhead Landfill Site, Dunfermline
* Lower Melville Wood Landfill Site, Ladybank
	1. All national charities must comply with the access policy as described for commercial waste.
1. **commercial waste**
	1. Waste produced and/or transported by commercial operators (including sole traders, landlords, property developers, Fife Council Services and other public sector organisations) is not household waste, even if it originates from a house. All waste and recyclates produced by contractors and commercial operators of any type is categorised as commercial or industrial waste and is referred to as commercial waste in this document.
	2. Charities that are not solely based in Fife will be categorised as commercial, and so are included in the policy for commercial waste and operators.
	3. Waste from commercial operations can ONLY be disposed of at facilities below with a weighbridge. Contact sales@cirecoscotland.co.uk to arrange this.
* Thornton Transfer Station
* Lochhead Landfill Site, Dunfermline
* Lower Melville Wood Landfill Site, Ladybank
	1. HWRC staff will report any illegal activity to Fife Resource Solutions management. Investigations may be carried out that could result in details being passed to Fife Council’s Duty of Care Team, Police Scotland or others in order to prevent waste crime.

**Household Waste Recycling Centre Site Rules**

By entering a Fife Household Waste Recycling Centre (HWRC) you agree to the access policy and the following:

1. All waste brought to Fife’s HWRCs must be waste generated by your own household activities. Commercial customers and charities will not be granted access, even with a booking.
2. No toxic, hazardous or dangerous waste likely to cause damage to containers or endanger staff or any other person will be brought to a HWRC. Only the materials listed will be accepted. Items/materials that have been deposited at HWRCs cannot be removed from containers.
3. Recyclable waste will be separated from general waste before your visit and all recyclate/general waste will be placed in the appropriate container for recycling/disposal.
4. Any instruction given by HWRC operatives, particularly in relation to the health and safety of all HWRC users, must be followed.
5. Verbal or physical abuse or threats of violence towards staff or other members of the public will not be tolerated in any form. Fife Resource Solutions will report all incidents to Police Scotland or others as appropriate. Instances of abuse towards Fife Resource Solutions, Fife Council or the public in person or electronically can result in being banned from centres.
6. Cars and mobility adapted vehicles visiting Cupar or Ladybank Household Waste Recycling Centres must have a booking.
7. Small and short wheelbase (low roof) vans, pickups and trailers are permitted to access all centres with a booking, except trailers are not permitted at Cupar HWRC.
8. Trailers must be no larger than 6ft x 4ft and towed by a car, pickup, car derived van or mobility adapted vehicle.
9. Your booking reference number must be shown prior to entry, if requested. ID, either a driving licence or Council Tax bill, for proof of address, must be provided on request.
10. Adhere to traffic management on site and guidance from staff. Keep 2m apart when using shared containers and follow site signs.
11. Please do not hand any items directly to our employees. Keep your distance, minimum of 2m apart.
12. Fife Resource Solutions reserves the right to refuse access to HWRCs to users that are believed to be disposing of commercial waste.
13. Fife Resource Solutions reserve the right to refuse access to HWRCs to householders that do not follow this access policy or site rules.