

Reuse and Recycling Centre Usage Policy

- The East London Waste Authority (ELWA) provides four Reuse and Recycling Centres (RRCs), one each in the London Boroughs of Barking & Dagenham (Frizlands Lane), Havering (Gerpins Lane), Newham (Jenkins Lane) and Redbridge (Chigwell Road).
- These sites are primarily for the residents of those boroughs to bring their own household waste to be reused, recycled or disposed of. This policy provides details of the policy introduced by the Authority to help support improved recycling performance and enhance user experience of the sites.
- An accompanying Site User Guide has been produced to help users prepare for their visit and manage expectations. The user guide is regularly updated and is available on the Authority's website. It provides details of what is accepted at the RRCs, which types of waste are restricted or charged for and also what type of vehicles are accepted on site.

1. People who can use ELWA's RRCs

- ELWA's RRCs are provided for the residents of the four London Boroughs of Barking & Dagenham, Havering, Newham and Redbridge. Proof of residence in the form of a current council tax bill or your driving licence clearly showing the address from which the waste came from will be required to gain access to any RRC.
- Non-residents of the above four London Boroughs will not be allowed access to any of the four RRCs free-of-charge. Fees will apply to non-residents of the four Constituent Councils in East London.

2. RRC opening times

- All RRCs are open for public access seven days per week. Opening hours vary between the sites and at Bank Holidays. All times are published on the Authority's website.
- RRCs are licensed by the Environment Agency and have strict requirements for ensuring the sites are cleared of rubbish on the ground by the end of the working day. As such RRC closure times reflect the need to have all users complete their visit and leave the RRC.

3. Commercial waste

- Commercial waste is accepted at the Frizlands Lane (Barking & Dagenham) and Jenkins Lane (Newham) RRCs only. Commercial Waste is waste generated through commercial activity, whether or not for profit, and includes waste generated by landlords. All commercial waste is subject to charges.
- Charges vary from time-to-time and will be published on the Authority's website.
- All vehicles suspected of bringing commercial waste into an RRC without declaring it as commercial waste will be challenged. Charges will be applied to any waste where the person delivering it cannot reasonably confirm that it is household waste originating from their home within the ELWA region.

4. Health and safety

- All users must adhere to the site safety rules that are displayed at the RRCs. These may change from time to time but are provided to ensure the safety of all users and staff.

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- Site staff are trained in appropriate health and safety matters concerning the safe and proper use of the site, including heavy machinery. RRCs regularly have heavy machinery in use to ensure the site is kept clean and facilities remain available for users. All users must follow health and safety instructions given by a member of site staff to ensure the safe and proper use of the sites and avoid injury to users or staff as well as potential damage to property.
- Users must wear appropriate clothing when using the RRCs. Full length trousers, closed footwear and gloves are recommended. Children under the age of 16 and animals should not leave vehicles whilst on site for safety reasons.
- Site staff will provide reasonable assistance where needed upon request.

5. Separation of waste for reuse or recycling

- It is an expectation of all site users that waste types be separated prior to visiting the RRCs and placed at the appropriate tipping point in order to maximise what is reused and recycled.
- An area will be made available at all RRCs for users to separate recyclable items that have not been sorted prior to visiting the RRC and are in plastic sacks. These items can be placed in conveniently located containers and will later be put into the relevant banks by site staff. Users will be encouraged to make use of these facilities in order to minimise the amount of rubbish disposed of at the sites.

6. Acceptable waste types

- All RRCs provide an extensive range of facilities (bays, containers or simply areas set aside) for reuse and recycling purposes. This range does not differ for each site but may vary from time to time as new arrangements are put in place to respond to new legislation, regulations or recycling opportunities.
- Some waste types are restricted or not permitted to be brought to the RRCs.
- Asbestos or chemicals should be disposed of via alternative routes e.g. the City of London Corporation Hazardous Waste Collection and Disposal Service. Alternatively, double bagged, wetted asbestos can be disposed of at Jenkins Lane, Gerpins Lane and Frizlands Lane RRCs with a booking. Asbestos is not accepted at Chigwell RRC.
- Gas bottles - Gas bottles should be empty before being brought to site and placed in secure areas as advised by site staff.
- 'Restricted waste' - Restricted waste refers to items or materials that have been generated from domestic building renovation or DIY work. This includes but is not limited to bath tubs, toilets, wash basins, windows and doors, structural wood, roofing and flooring materials, rubble and soil.
- As these items are likely to be generated by households in small amounts but may be produced in higher volumes through commercial activity, we limit how much can be brought in.
- These limits may vary from time to time but limits are imposed by a booking system for any van or trailer, or through checks involving the use of ANPR for all other vehicles.
- Frequent disposal of these materials in smaller vehicles will be queried by site staff and evidence that the waste originated from the users household may be required to enable entry to any RRC.

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7. Pedestrian, cycles and vehicle access

- Commercial vehicles are not permitted to use any of the RRCs. This includes flat-bed vehicles, vehicles with a tail-lift or Luton van sized vehicles.
- All vans and trailers are required to be booked in advance to gain access to any of the RRCs. The booking system is online and limits each household to twelve visits using a van or trailer per year with no more than two of these used to bring restricted DIY waste to the RRCs. No more than two visits can be booked per household in any one month.
- Large vans (above 3.5t) and twin-axled trailers are restricted on the RRCs. Only Jenkins Lane and Frizlands Lane RRCs allow access to this size of van and trailer.
- Smaller vans (below 3.5t) and single axled trailers are permitted on any of the RRCs.
- Vehicles which have been modified to allow for greater loads, for example rear seats have been removed, are required to make a booking.
- Cars do not require to be booked in advance of visiting any of the RRCs.
- Vehicle registrations will be linked to addresses to ensure multiple vehicles are not used in order to increase allowances.
- Vans and trailers will be assessed on arrival at the RRC and will be denied access if they contain restricted DIY waste which wasn't declared when booking.
- Hired vehicles are permitted to use the RRCs but must be booked in advance. Users will be asked to confirm if the van is a hired vehicle during the booking process and will be required to present the hire documents on their visit to the RRC.
- Access is permitted to pedestrians and users of bicycles/cargo bikes or similar.

8. User behaviour towards site staff

- The East London Waste Authority has zero tolerance for abusive behaviour towards our or our contractor's staff. Staff are committed to treating everyone with respect and we ask that all users show them respect too.
- Any user behaving in an intimidating or violent way to staff may be:
 - banned from using ELWA facilities; and/or
 - required to pre-book any future visit to an RRC; and/or
 - prosecuted by the police.
- A complaints procedure is provided to ensure users are treated with respect and if dissatisfied in any way have the ability and option to make a formal complaint to the Authority in writing. Dissatisfied users are requested to first speak to a member of staff or manager at the RRC.

9. Fair usage

- Frequent visits to the site in any vehicle which may indicate undeclared disposal of commercial waste may be challenged. Users will be asked to sign a disclaimer form if site staff cannot distinguish whether the waste is the result of commercial or domestic activity and follow up action may then taken to determine the origin of the waste. Records will be maintained in line with ELWA's data collection and retention policies.

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10. Automatic Number Plate Recognition (ANPR)

- The Authority employs the use of an Automatic Number Plate Recognition system to manage the RRCs effectively. Data collected by the ANPR system will be used to ensure a fair use by all users of the RRCs and may be used to take further investigative action for users suspected of not declaring commercial waste.

11. Use of data

- All data collected by the Authority will only be used for the effective and efficient management of the RRCs under our duty as a waste disposal authority.
- Data will be collated, managed, monitored, used and disposed of in accordance with the Authority's data protection policy which is published on the Authority's website.