

## Household Waste Recycling Sites (HWRS) in West Sussex

### Frequently Asked Questions

#### **When will the sites be open?**

The sites will begin opening from Monday 11 May, to their standard summer opening hours. Please check the opening hours for your local site on [www.westsussexrecycles.org](http://www.westsussexrecycles.org) before making a journey, as not all sites are open every day. Please wait to use your local facility as far as possible to avoid unnecessary extra travel.

The sites will only be accepting limited waste streams, currently garden waste and general household waste.

Any planned journey to a Household Waste Recycling Site (HWRS) should only be undertaken if it is considered essential. This means that you should only visit to dispose of waste that is causing harm to health or risk of injury, and that cannot be stored safely at home until the normal service is able to be resumed.

The mobile site which operates at Selsey and the Witterings will not be opening for the time being.

#### **Why were the sites closed?**

The decision to temporarily close our Household Waste Recycling Sites (HWRSs) was taken to ensure the safety of residents and our workforce and align our activities with NHS and government guidance.

Central government guidance stated the people should only leave their homes for essential journeys, such as buying food or for medical reasons, and did not include a visit to the HWRS.

Before the sites closed, measures were introduced so that visitors and staff could maintain a safe distance from each other. Unfortunately, many residents ignored these safeguards and, in some instances, became aggressive and abusive towards staff.

Our absolute priority is to keep people safe by following guidance from central government and this left us with no alternative but to close the sites.

#### **What do you mean by general household waste?**

General household waste (or “black bag” waste) is the types of items that are collected at the kerbside such as food or non-recyclable packaging. This is for the benefit of West Sussex residents who are currently producing more waste than they can fit in their kerbside collections, and are worried about the effect it may have on their health, and does not include items such as furniture, white goods, bulky items, textiles, general recycling, or electrical items.

Items should only be brought to the HWRS if they are causing harm to health or risk of injury and cannot be put out for collection.

Please be aware that any general waste brought to the site at this time will have to be sent to landfill. Please continue to use your kerbside collections as much as possible in order to avoid this.

We hope to be able to accept other items soon.

Kerbside collections continue to run across the county, and some local district and borough councils also offer a bulky waste collection service. Please check the website of your local council for more information.

### **Why can't I take recycling?**

Kerbside collections for recycling and general waste are continuing as close to normal as possible. If you have recycling that will not fit into your kerbside bin, please contact your local council to see if they are able to accept this on the normal collection. As recycling should be presented clean and dry, it should not pose any harm to health if storing it is necessary.

We will be reviewing the accepted items in a few weeks and will inform residents when the current situation changes.

### **What vehicles are allowed on site?**

Only cars can be accepted at the sites for the time being. Vans and trailers will not be allowed entry.

This is to ensure that we can keep queueing times to a minimum and means that site staff will not be required to approach vehicles to view permits.

There will be no pedestrian access at any of the sites while the current social distancing measures are in place.

“For a very short period all vans and trailers are excluded owing to the time taken on site to both manoeuvre and off load the contents. We apologise for any inconvenience this may cause but the move is not to discriminate against those with vans/trailers or who have specific issues, but to allow for the successful and safe re-opening of the sites. All efforts will be made for this restriction to be lifted in the very near future.”

### **What social distancing measures will be in place?**

In order to maintain a safe two-metre distance between residents, we will be limiting the number of cars allowed on to each site at any time, and will initially only be accepting garden waste and general household waste. This will ensure the area available for access by residents is restricted.

Site staff will not be able to assist with removing items from cars under the current social distancing measures, (exception - if driver has a disability that means they are unable to do so for themselves). Please do not bring items that you are unable to move safely, as there will not be on-site support.

Only one person will be allowed to get out of a vehicle at any time. Please travel to the sites alone if possible. If other people travel to the site with you, they must remain in the vehicle.

The reduced number of cars on site may lead to increased queuing times, and residents are asked to bear this in mind when considering whether their trip is essential.

A visit to your local Household Waste Recycling Site would only be considered essential if the waste materials cannot be stored at home without causing risk of injury or harm to health, and cannot be put out with your regular kerbside collection.

**What if I have an item that is causing a danger to my health that isn't included in the accepted items?**

If you are able to book a bulky waste collection with your local district or borough council, please do so. Some local councils are also able to accept extra recycling at the current time, so it is best to check with them as to whether they can do this.

**Do I still need to bring ID or proof of West Sussex residency?**

The sites will still be operating the ID scheme across West Sussex. Some of our neighbouring counties have not yet begun to open their HWRSs, and this may encourage resident from outside of West Sussex to try to visit our sites. Central government advice remains the same; stay home, protect the NHS, save lives.

If you do need to make an essential journey to your local HWRS please be prepared to show your ID through the window of your car. This will allow our staff to safely check the information without breaking social distancing measures. Please do not attempt to exit your vehicle whilst waiting to enter the site, or open the window to speak to the staff unless strictly necessary and safe to do so.

**Will PPE be used on the sites?**

Household Waste Recycling Site staff will have PPE provided to them; we leave it up to visitors as to whether to wear their own PPE. We will not be providing PPE to visitors. This is in line with businesses such as supermarkets, but we would encourage any making an essential journey to the HWRS to take suitable precautions for their own safety.

**Why are you not opening for longer and /or over seven days at all sites?**

The sites are being opened to the usual summer hours which includes seven day working at larger sites. We do not have a sufficient number of trained staff to safely open all sites seven days a week. As kerbside collections have continued during the lockdown period and residents should only be visiting for essential journeys there should not be a need for this.

**Will there be queues at the sites?**

We cannot determine how many people will consider a trip to the HWRS essential in the first few days or weeks after reopening or how long they are prepared to queue, if indeed long queues form.

We are encouraging people to make full use of their kerbside collections, which are continuing to run right across the county or to dispose of waste in other legal ways if possible. Otherwise if you can store your waste at home for now we would suggest putting off your journey until the sites are quieter.

**I have searched on Google / Bing / the internet and it said the site was open, why haven't you updated these?**

Unfortunately we do not always have access to these sites to update them, please visit [www.westsussexrecycles.org](http://www.westsussexrecycles.org) for the current opening times.

All updates will be added to the West Sussex Recycles website, please see <http://www.westsussexrecycles.org/recycling-sites/> and the Waste Prevention West Sussex website <https://www.wastepreventionwestsussex.co.uk/> also on Facebook - West Sussex recycles, and Twitter @WSrecycles.