

RRC Waste Protocol

This protocol applies to all non-council run vehicles using the ELWA RRC sites. Trade waste is not accepted under any circumstances at Chigwell Road; vehicles carrying said waste will be directed to one of the other sites.

It is essential to differentiate between those tipping legitimately at the sites and those doing so illegally. To deter the latter and especially those who wish to avoid payment, the following steps must be completed. This will provide protection to those who have a legitimate right to tip.

All vehicles that are prevented from accessing the public area of the site due to height restrictions must report to the weighbridge. This access will be their only point of entry to the sites.

Meet and Greet officer

A Shanks staff member is to be stationed permanently at the entrance to the RRC site, where currently there is a height barrier restricting access to larger vehicles only. His role will be to assess and direct all vehicles according to load by using the following method:

- 1) The first check is that the waste is originating from the ELWA region. The driver will be required to produce a valid ELWA council tax document as well as a corresponding driving license. Any driver unable to do so will be presumed to be coming from outside of the ELWA region and will be charged accordingly:
 - i) All domestic vehicles will be charged a flat rate of £10.
 - ii) All commercial vehicles will be re-directed to the weighbridge and charged in line with Shanks' trade waste rate which incorporates a minimum charge of £40.

- 2) If the driver can produce these documents, the load will then be assessed to identify it as either household, Schedule 2¹ or trade waste. Household waste will be allowed to proceed with appropriate direction to the RRC site. Schedule 2 or trade waste will be sent to the weighbridge to be charged. The charge for Schedule 2 waste will be in line with Shanks' trade waste rate, incorporating a minimum charge of (yet to be determined). The Meet and Greet officer will be expected to consider the following during this assessment:
 - i) The Meet and Greet officer shall check if he knows of the driver or if the vehicle appears on a stop list (where in operation).

¹ Identifying, separating and charging for Schedule 2 waste is a Phase 2 measure.

- ii) The Meet and Greet officer shall consider among other things the following: Is the vehicle hired? Does the vehicle have commercial livery? What trade is carried out by the owner of the vehicle? Are there tools or invoices visible? Is the driver wearing site boots or high visibility clothing etc?
- iii) The driver should be asked to describe the load. The Meet and Greet officer shall, if in any doubt, ask to see the waste to confirm it as described. If there is any discrepancy in the actual waste and that described by the driver, the Meet and Greet officer should be alerted to a possible trader. Also the officer should be aware of the nature of the material, and consider whether the material appears to have come from a domestic property. For example: is it rubble, soil in builders' bags or is there a large number of similar items – i.e. three sinks?

Weighbridge officer

- 1) The weighbridge officer will perform the same checks as the Meet and Greet officer as described above with any vehicle which has arrived directly at the weighbridge. The Meet and Greet officer will alert the weighbridge operator to any vehicle he has redirected to the weighbridge and why.
- 2) Any driver unable to provide the required documents will be charged to enter the site, as will all trade and Schedule 2 waste. If the driver does not accept the charge they will be advised of local facilities licensed for restricted/non-Contract Waste and redirected to them.
- 3) If the weighbridge officer determines that the load is Schedule 2 or trade waste, they will inform the driver of the result of their assessment and that a charge will be made for the depositing of the waste. If the driver does not accept the price they will be advised of other local facilities licensed for restricted/non-Contract Waste and redirected to them.
- 4) At all sites except Chigwell Road, the trade waste price per tonne will be clearly displayed at the weighbridge. At the Chigwell Road site the driver will be asked to leave and be recommended to use a nearby site, either one of the sites covered by this contract or a third party site. They should be informed that there may be a charge for the disposal of their waste.

Public Launch

Prior to the implementation of this protocol it will be necessary to inform the public in each Constituent Borough of the forthcoming changes. This can be managed in a number of ways including leaflets, signage and the issuing of newsletters.

Safety

To ensure the safety of both the public and employees the following will apply:

- 1) Customers exhibiting threatening, abusive or violent behaviour will be denied use of the site even if they have a legitimate claim for free tipping. Such customers will be placed on a stop list and prevented from tipping at any site in the future. Their details will be forwarded to the relevant Constituent Borough, Authorised Officer and the Authority Representative. If this behaviour persists the police will be informed and if necessary called out as an emergency.

- 2) In the interests of safety, staff may judge it to be prudent to allow those who should be rejected to tip. However registration and vehicle details of these customers will be taken and the police may be informed. This will be recorded via the TIMS system as a sub-category of non-Contract Waste. No weighing will be made but an estimated weight will be entered if possible.

Fly-tipping

It is understood that borough officers will be responsible for managing any increase in fly-tipping activity which results from the toughening of site restrictions.

Monitoring

The new site restrictions will be subject to random testing by ELWA and borough officers to ensure its integrity.

January 2011