

Household Waste Recycling Sites (HWRS) in West Sussex

Frequently Asked Questions

When will the sites be open?

The Household Waste Recycling Sites across West Sussex will be open for the majority of waste streams from Monday 6th July 2020, to their summer opening hours. Please be aware that social distancing measures will remain in place.

Please check the opening hours for your local site on www.westsussexrecycles.org before making a journey, as not all sites are open every day.

The mobile services that visit Selsey and the Witterings reopened from Thursday 4th June, for wood and garden waste only. Please check www.westsussexrecycles.org for the opening dates and times.

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 at the time 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 at the time.

What can I take to the site?

From Monday 6th July the sites are able to accept all items, with some minor exceptions; construction waste such as hardcore, plasterboard and asbestos will not be accepted at the Midhurst, Bognor Regis and Westhampnett sites.

These restrictions are designed to enable us to ensure social distancing measures can be safely maintained, and these are the items that most people have been telling us they need to dispose of.

Kerbside collections for mixed recycling continue across West Sussex and we encourage residents to continue using these.

What vehicles are allowed on site?

Cars can be taken to all sites. Vans and pickups will be allowed entry if they are displaying the correct permit for access.

Please visit <https://www.westsussex.gov.uk/land-waste-and-housing/waste-and-recycling/van-pickup-and-trailer-waste-permit/> for more information on the permit scheme.

Trailers will be permitted at Crawley, Billingshurst and Worthing, on weekday afternoons from 1pm-6pm from Monday 6th July 2020, due to the operational changes being made to sites in order for them to access safely.

However, trailers will not be accepted at the other sites for the time being, nor can they enter these three sites at weekends or on weekday mornings.

These restrictions remain in place to ensure that we can keep queueing times to a minimum.

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

What social distancing measures will be in place?

In order to maintain a safe distance between residents, we will be limiting the number of vehicles allowed on to each site at any time. This will ensure the area available for access by residents is restricted.

Due to the space restrictions on site in order to maintain social distancing measures, residents may need to deposit some items, then move their vehicle and repark in order to complete unloading their vehicle. Please be aware of this when on site and adhere to the directions on site staff.

Site staff will not be able to assist with removing items from vehicles under the current social distancing measures, unless it is possible to do so safely, and whilst maintaining distancing measures. 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 unless strictly necessary. Please travel to the sites alone if possible. If other people travel to the site with you, they should remain in the vehicle where possible. Children should always remain safely inside your vehicle.

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

Why 2m and not 1m+?

Government advice states that 2 metre distancing should be maintained 'wherever possible' to prevent the spread of Covid-19, so we will be maintaining this on site.

Staff on site will be wearing masks so may be closer to one another than 2m, but as the majority of residents visiting sites are unlikely to be wearing PPE we will continue to maintain the 2m distance.

Will I receive a council tax refund for the time the sites were closed?

No, there will be no council tax refunds.

Most of the money we spend, which is supported by the council tax you pay, is spent on the most vulnerable people in our community – 35% on vulnerable adults and 23% on vulnerable children. That role is more important than ever as our country continues to tackle this crisis. We know that the closure of libraries and Household Waste Recycling Sites is frustrating but we are doing the very best we can to follow Government guidance to keep all of our residents safe and limit the spread of this virus. It's worth noting that the costs of running our Household Waste Recycling Sites account for about 0.1% of the budget. Likewise libraries is only 1% of our total budget. Our schools are funded by the Department of Education, not through Council Tax. So we're really sorry but we

cannot refund people for their council tax, these closures are temporary to help manage the national crisis, and kerbside collection have continued throughout this time.

Why did you not using a booking system or selected number plates, as in other areas?

As the government advice remained the same when we initially reopened, to only visit the sites if the journey is essential, and that residents should only bring items that are causing a risk of injury or harm to health, we did not deem it necessary to implement a booking system or restricted entry schemes. This advice has now changed, and a visit to the Household Waste Recycling Site is now considered an “reasonable excuse” to leave the home, but we believe that residents will take a measured approach and continue to only visit sites if necessary.

Site staff will already need to manage queues and non-acceptable waste streams, adding another factor to this could cause further delays and potentially cause more unhappy residents venting at the frontline staff. Prior to the closure of the sites the staff trying to enforce social distancing measures experienced very high levels of both verbal and physical abuse, which we do not wish to see again.

Introducing a booking system would actively reduce the number of vehicles that are able to access each site at any given time, and we believe that this would be detrimental to residents who wish to use them. We have developed a booking system that can be implemented should the need arise, but for the time being we are relying on the common sense of residents using the sites to do so in a sensible and measured manner.

Further to this, the government have now issued advice suggesting Councils do not instigate booking systems or other measures that could have further impact on the number of vehicles on site, other than those to ensure safe social distancing measures can be implemented.

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 are not accepting all waste streams at their sites, and this may encourage residents from outside of West Sussex to try to visit our sites.

If you do need to make a journey to your local HWRS please be prepared to show your ID through the window of your vehicle. 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 a 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 don't have sufficient trained staff to safely open all sites 7 days a week.

Further, as kerbside collections have continued during the lockdown period and use of the sites is now back to normal seasonal levels, there should not be a need for this.

Concerns have been raised that there will be a knock-on effect on the approach roads and surrounding roads, which could lead to antisocial behaviour - what are the Council doing about this?

We have encouraged residents to use the fully-functioning kerbside services, advised of other ways to dispose of waste and suggested holding off if at all possible in accordance with the “essential trips only” policy that was instigated when the sites reopened on Monday 11th May.

We are accepting increased waste streams from Monday 6th July, so there may initially be a longer wait time, as residents may need to move their vehicle and repark in order to access different bays. We will continue to monitor the situation on the sites, and will make operational changes if necessary to mitigate against any impact on local roads.

(Note for staff / internal use only - We have been monitoring how busy the sites are during the days of opening, and will ask Viridor to inform us if particular sites are busy / have queues, so that we can put out updated information about this on our social media channels, to try and discourage visitors from attending the sites. We have also been utilising targeted social media advertising in order to reduce the number of visitors on certain sites at key times)

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 for the current opening times.