

Dealing with enquires for Household Waste & Recycling Centre (HWRC) Registration and the Trade Waste Service

To help reduce the amount of waste that is being brought into Derbyshire HWRCs from outside of the county we will be implementing a registration system for Derbyshire residents. The registration scheme is being introduced to make sure those using the sites are entitled to do so. It follows a 32% increase in the amount of waste collected at the sites since 2017/18 which has risen to 85,000 tonnes a year, costing an extra £700,000 to £800,000 in annual recycling and disposal costs.

We will also be extending our service to allow Derbyshire businesses to bring trade waste to two HWRCs at certain times for a fee.

Both residents and businesses will need to register their vehicle details and address through the Derbyshire County Council customer portal to be able to continue using the HWRCs. Automatic Number Plate Recognition (ANPR) cameras installed at the HWRCs will verify if visitors are registered on the system and staff on site will be notified if they are not so that they can decline entry. Individuals will also be asked to take proof of address with them when they visit the HWRCs.

RESIDENTS FAQ

How do residents register for access?

They can register online or over the phone:

- Online, go to www.derbyshire.gov.uk/recyclingcentres
- By phone, call 01629 533190 and ask to register for recycling centre access.

What information do residents need to register?

They only need their home address and the number plate of the vehicle(s) they would like to register. If they are registering online they will need to sign up to the Derbyshire County Council customer portal, which also requires their email address.

Who will be able to register to access the HWRCs?

They must be a resident of Derbyshire to be able to register for permanent access to the HWRCs. People (relatives, friends) and organisations (charities, community groups) who are assisting Derbyshire residents can register for short term access, but they will need the address of the person they are helping.

How many cars/pickups can residents register?

A maximum of two cars/pickups per resident can be registered on the system for permanent access to the HWRCs.

Can I use a van to visit the HWRCs?

What vehicles can/cannot be registered?

Yes, vans up to 3.5 tonnes can be registered. If using a van (up to 3.5 tonnes), this must be registered each time the resident wants to visit and short-term access will be provided (this will include the day of registration and the following day, or a two-day window can be booked in advance).

Any vehicles over 3.5 tonnes are not permitted to use the HWRCs.

How long will registration last?

For cars and pickups: Due to data protection limitations, we cannot keep types of data for longer than seven years, so residents will have to renew their registration every seven years (a reminder

will be sent in advance). However, residents can use the HWRCs as often as they like, whenever they like (during opening hours) once they have registered.

For vans (up to 3.5 tonnes): If using a van, it must be registered every time they visit the HWRC and their van will be provided with a two day access window – this will cover the day of registration and the following day, or the two day window can be booked in advance for a future date of their convenience.

How often can I visit the HWRCs?

Will there be any time restrictions or limits to the number of visits per year?

Do I have to register every time I visit?

Do I have to book a specific timeslot?

For cars and pickups: once registered there are no limits to how many visits you can make per week/month/year, and there are no time restrictions. Residents can visit whenever they like (during opening hours) and do not have to book a specific timeslot in advance. Existing restrictions on which materials can and can't be accepted still apply and can be viewed [here](#).

For vans (up to 3.5 tonnes): they must register every time they visit the HWRC and their van will be provided with a two-day access window – this will cover the day of registration and the following day, or a two-day window can be booked in advance for a future date. **There is no restriction to the number of visits that they can make** per week/month/year and they can visit at any time (during opening hours), and as many times as they like, during their two-day access period.

Will residents need to bring anything with them when they visit the HWRCs?

Will residents receive a physical pass/permit?

Residents are asked to bring a proof of address whenever they visit the HWRCs. Confirmation emails will be sent when a resident registers but no physical pass/permit will be provided or needed, as the ANPR on site will register the vehicle when it arrives on site. No further information or identification is required during a visit.

How will my data be protected and will it be shared with anyone else?

All data collected by Derbyshire County Council is kept in line with the [data management protocols](#). Data is held for seven years at which point residents must renew their registration if they wish to continue to access the HWRCs.

To enable staff on site at the HWRCs to determine if a visitor is registered or not, all registered vehicle number plates will be shared with our contractor (HW Martins). No other information is shared with our contractor.

When will the registration system be live/enforced?

The system went live on Monday 25th November 2024 and residents can now register their vehicles. Whilst we do not plan to turn away unregistered vehicles right away, residents will be reminded to sign up during their next visit. To avoid any issues in the future, we encourage everyone to register as soon as possible.

Which sites does this affect?

I use Waterswallows (Buxton), do I still need to register?

We want to encourage all residents to register, regardless of which site they intend to use. However, the registration system can only be enforced at our eight sites run by HW Martins:

- Ashbourne
- Bolsover

- Bretby
- Chesterfield
- Glossop
- Ilkeston
- Loscoe
- Northwood (Darley Dale)

We do not want to widely publicise the fact that the system does not cover Waterswallows (Buxton), so we would still encourage users of Waterswallows (Buxton) to register as there may be plans to extend the registration system in future.

What if I change my car?

What if I change my address?

If you have registered online: you are able to update any details in your account by visiting www.derbyshire.gov.uk/recyclingcentres. This includes adding and deleting the vehicle number plates you have registered or changing your address.

If you have registered by phone: you are able to update any details that you have registered with us by calling 01629 533190. This includes adding and deleting the vehicle number plates you have registered or changing your address.

TRADE FAQ

How do businesses or residents register for trade waste access?

They can register online or over the phone:

- Online via www.derbyshire.gov.uk/trade-waste
- Or by phone, on 01629 533190 and ask to register for the trade waste service

Where and when can I bring trade waste to the HWRCs?

Which HWRCs will accept trade waste?

What are the opening hours for trade waste?

Only Ashbourne and Chesterfield HWRCs will be able to accept trade waste and this is strictly outside of normal HWRC opening hours. You can bring trade waste to these sites between 08:30 – 09:30 or 17:00 – 18:00, seven days a week.

NO trade waste can be accepted during the normal opening hours of the HWRCs, from 09:30 – 17:00, and trade waste will **NOT** be accepted at any time at any of the other HWRCs in Derbyshire.

What are the fees for trade waste?

Does it cost anything to bring trade waste?

There will be fees applicable for any trade waste. The fee will depend on the weight and type of materials brought to the HWRCs. This will be assessed and weighed using the weighbridge on site.

A full breakdown of the fees applicable for each material and weight can be found at www.derbyshire.gov.uk/trade-waste.

What materials/items are considered to be trade waste?

When waste is produced as part of a commercial activity e.g. construction project, house renovation, or gardening services, it is considered to be trade waste.

Materials may include:

- hardcore or plasterboard;
- wooden garden structures like sheds, playhouses, fencing or decking;
- items of fitted furniture or units (complete or disassembled);
- kitchen units or bathroom suites.

Can residents use the trade waste service?

Yes. You do not have to be a business to use the trade waste service, but the same fees still apply. Resident's vehicles must also be registered to access our HWRCs.

How is the payment made for trade waste?

Payments can only be made by card and a weighbridge will be used to make sure the right amount is paid for the waste. Payment will be taken on site during the visit and cannot be booked, or paid for, in advance.

Do I need a waste carrier's licence to use the trade waste service?

Individuals must ensure that they have the correct documentation required to transport the type of waste that they are bringing to the HWRCs, and that they have a licence if one is required. For more information on waste licence's and to register or renew as a waste carrier, broker or dealer, visit <https://www.gov.uk/register-renew-waste-carrier-broker-dealer-england>.

What is a Waste Carriers licence?

If you run a waste carrier business, you must have a licence from the Environment Agency (link above). Anyone who handles waste must take all reasonable steps to make sure it's managed properly. Handling includes producing, importing, keeping, storing, transporting, treating or disposing of it.