

Annex 2 Draft Waste Acceptance Policy



Oxfordshire County Council Waste Management Group

Household Waste Recycling Centres - Waste Acceptance Policy

Version 5 - Draft September 2016

Date	Version number	Summary of update
March 2012	2	To reflect Van and Trailer Permit Scheme review
December 2012	3	To reflect minor changes to the policy
October 2014	4	To reflect periodic policy review, transition to Van and Trailer e-Permit Scheme, Energy Recovery Facility contract
September 2016	5	To update the policy for the new HWRC contract starting 01 October 2017

Waste Management Group
Commercial
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Oxfordshire County Council



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**Oxfordshire County Council
Waste Management Group**

**Household Waste Recycling Centres -
Waste Acceptance Policy**

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i. Introduction

1. Under Section 51 of the Environmental Protection Act, Oxfordshire County Council (OCC) has a legal duty to provide Household Waste Recycling Centres (HWRCs) for Oxfordshire residents.
2. OCC currently provides seven HWRCs across the county which are managed by private contractors (see Annex 1). Any strategy reviews that materially affect this document will be subject to a policy review (periodic or extraordinary).
3. This policy document has been developed for HWRCs with the following aims:
 - To control waste disposal costs to council tax payers by seeking to prevent the illegal use of HWRCs by traders and to prevent the depositing of commercial waste (also known as trade waste) as household waste.
 - To maximise re-use, recycling, composting and recovery.
 - To protect the health and safety of site staff and householders.
 - To maximise operational efficiency at the sites – in order to minimise waiting times and facilitate safe and efficient working practices.
 - To help protect the environment – by complying with all relevant legislation related to the disposal of waste.

ii. Disclaimer

1. The contents of the policy are correct at the time of writing, and document control dates are shown on the front page of this document. However, OCC reserves the right to amend the policy at any time.
2. Where charges apply for the acceptance of certain types of waste (i.e. DIY and tyres), these charges are subject to periodic review.

iii. Household Waste Recycling Centres - Users

1. The primary purpose of HWRCs is to provide a facility for Oxfordshire householders to deposit certain waste materials that may not otherwise be taken by the routine collection services provided by Waste Collection Authorities (WCA).
2. HWRCs are provided for the use of householders resident in Oxfordshire for the re-use, recycling, composting, recovery and disposal of their own household waste.
3. As an exception and at its absolute discretion, OCC may allow the disposal of household waste by an individual depositing on behalf of a friend or neighbour (resident in Oxfordshire), who is unable to transport the waste themselves, and who the depositor is helping on a voluntary basis. In this instance the depositor may be asked to complete a Declaration of Household Waste Form verifying that the waste is not commercial waste.

4. The household waste containers at HWRCs **ARE NOT** provided for the disposal of commercial waste.
5. Commercial waste comprises waste produced by a business or commercial activity even if this takes place within a home. For example, waste is not accepted if its collection and disposal form any part of a business type arrangement as this constitutes a commercial activity and hence commercial waste (see Policy Statement 5).
6. Landlords should note that waste produced from properties that are rented out and disposed of by, or on behalf of the landlord, is classed as commercial waste and as such must be disposed of via a legitimate commercial waste collection/disposal provider.
7. Waste generated by a business operating from home is also viewed as commercial waste and as such individuals must arrange a commercial collection.
8. The HSE guidance recommends that no more than 25kg should be lifted by an individual at a time as this reduces the risk of injury. The onus is on customers to ensure they can lift and carry their own items from their vehicle and place in the containers. Where appropriate, such as helping a customer with a disability, site staff will assess the load based on individual lifting capacity.

iv. **Household Waste Recycling Centres – Access**

1. There are restrictions on certain types of vehicles that may enter HWRCs for health & safety and operational reasons. Additionally there is a need to restrict access of commercial type vehicles and of trailers of a certain size to prevent unauthorised use of the HWRCs by trade persons or commercial enterprises. Oxfordshire County Council operates a Van and Trailer e-Permit Scheme. The terms and conditions of the scheme are included in Policy Statement 2 of this document.

General access conditions

2. Pedestrian access is not permitted onto any of Oxfordshire's HWRCs. This is because there are currently no segregated walkways to enable pedestrians to safely enter and exit the sites. This may be reviewed in future developments and site refurbishments should opportunities arise.
3. The opening hours of the HWRCs are detailed on the Council's website. The sites may close early on Christmas Eve and New Years Eve by arrangement and the Council's website will be updated accordingly.
4. Householders arriving on site before the closing time will be permitted entry and allowed to deposit their waste. Householders arriving after closing time will not be permitted entry.
5. Depositing waste outside the gates or on the access road to an HWRC site is fly-tipping and as such may be subject to enforcement action.

6. Visitors to the HWRCs must comply with the site rules and this Waste Acceptance Policy. Site rules are detailed later in this policy document.

v. **Household Waste Recycling Centres - Types of Waste**

1. HWRCs are primarily for the re-use, recycling, composting and recovery and disposal of household waste. Some non-household wastes will also be accepted at an appropriate charge.
2. The Redbridge HWRC also has a privately operated commercial waste recycling and disposal facility. Commercial and other non-household waste is accepted and charged for at this facility.
3. HWRCs will only accept household waste in the household waste containers of the type and amount associated with the conventional production from a household.
4. Individuals attempting to deposit large quantities of materials or items suspected to be commercial or non-household waste will be challenged by site management staff. Site staff may ask the depositor to complete a Declaration of Household Waste Form to confirm that the waste is household waste from their own home.
5. If there are reasonable grounds to believe the depositor is operating in a business capacity or their waste is not household waste, that person may be refused access to deposit their waste in the household waste containers. That person may be able to use the non-household waste containers, at an appropriate charge, given advice or directed to leave the site.
6. Refusing to complete a Declaration of Household Waste Form fully, if requested, may result in an individual being refused access to deposit waste.
7. OCC and its site management contractors share information given on Declaration of Household Waste Form (or any other relevant information taken on site) with Waste Collection Authorities, who may instigate action via the Council Enforcement Officers.
8. A wide range of recyclable materials are collected at Oxfordshire HWRCs. Site staff will encourage customers to separate out their wastes and make full use of the re-use and recycling facilities to minimise the amount of residual waste deposited.

vi. **Further Information**

1. The Council shall make available to site visitors a range of information on various aspects of Council policy and general recycling advice. Where appropriate, site staff will draw the visitors' attention to the availability of such information.
2. Further information about HWRCs and re-use, recycling, composting, recovery and disposal is also available via the Council's web site at www.oxfordshire.gov.uk/waste, by calling 01865 816043 or by using the online enquiry form <https://www.oxfordshire.gov.uk/cms/content/contact-waste-management>

Oxfordshire County Council Household Waste Recycling Centres

Policy Statement 1: Maximising Re-use, Recycling, Composting and Recovery

1. Oxfordshire County Council and its contractors are committed to seeking to maximise opportunities for re-use, recycling, composting and recovery at HWRCs through the following means:
 - Provision of separate containers for a wide range of different materials and a re-use area where items for re-use can be placed.
 - Recycling containers and re-use areas will be kept clean, available and accessible at all times.
 - Clear signage showing which materials can be placed in each container to help customers to sort their waste and to ensure the correct material is placed in the correct container.
 - Site staff to provide encouragement and advice about separating materials on site.
 - Information about recycling is available online at www.oxfordshire.gov.uk/waste or by using the online enquiry form <https://www.oxfordshire.gov.uk/cms/content/contact-waste-management>
 - Offering telephone advice about re-use and recycling on 01865 816043.
2. In order to maximise recycling rates at HWRCs, it is requested that householders sort all waste into the correct containers for recycling on site. Pre-sorting materials before visiting the site will make visits easier and quicker and more effective.
3. In order to recycle as much as possible, and to ensure waste is deposited appropriately in accordance with legislation, site staff may either ask residents to open sacks during their visit, or may open sacks and sort the waste after it has been deposited. Only waste that is not able to be recycled elsewhere on site should be placed in the general waste container.
4. Residual waste collected in the general household waste container at the HWRCs is sent to the Ardley Energy Recovery Facility where it is burnt to generate electricity. Bulky items are collected in the bulky household waste container and this waste is currently sent to landfill. Information on what is accepted in each of these residual waste containers is available at the HWRCs and the deposit of waste will be supervised by site staff.

Oxfordshire County Council Household Waste Recycling Centres

Policy Statement 2: e-Permit Scheme

Oxfordshire County Council's Van and Trailer e-Permit Scheme.

e-Permits

1. Householders who use a commercial-type vehicle or trailer of a certain bed length to dispose of their household waste will need to apply for a free permit in order to enter a Household Waste Recycling Centre (HWRC).
2. The electronic permit (e-Permit) system brings significant benefits to customers and the council as it improves the service offered to the customer and simplifies the operation and administration of the scheme by site staff and council officers.
3. Each e-Permit allows 12 visits in total per 12-month period. A householder can choose when to use the visits, i.e. all in one month or spread over the year.
4. An e-Permit will automatically be renewed on its 'anniversary date' with the visits reset to 12 regardless of how many had been used. This is to remove both the administration burden at the end of the 12 months and the need for e-Permit holders to renew their permit. e-Permits do not automatically expire unless they have not been used for 24 months.
5. The e-Permit applies to vehicle or trailer access to the HWRC and not the type of waste being carried. Therefore, site staff have the right to turn away a vehicle if it is suspected of carrying commercial waste, or to ask for a Declaration of Household Waste form to be completed.
6. Only one e-Permit will be approved per address; if a household has more than one commercial-type vehicle they will have to decide which vehicle is most suitable for their use. There is no distinction made between which householder drives the vehicle. Commercial-type vehicles cannot be used to tow a trailer of any length.
7. Householders may register two vehicles for each trailer application. This will still allow no more than 12 visits per household, but increase the number of cars that can be used. The householder will need to request a second vehicle to be added and a bespoke permit will be issued. The permit will have a note box added for a second registration number.
8. The Council reserves the right to revoke a permit under any circumstances. In particular, the Council may revoke the permit of any vehicle used in connection with any breach of the rules and requirements of this Policy Statement 2 or Policy Statement 12 (Site Rules Enforcement).

Terms and Conditions

9. The terms and conditions of the e-Permit scheme are available on the Council's web site. Permit holders are required to understand, accept and comply with the terms and conditions of the scheme at all times.

Vehicles that require an e-Permit or are not allowed to use the HWRCs due to size constraints

10. Table 1 below details the vehicles that either do not require an e-Permit, require an e-Permit, or are not allowed to use the HWRCs due to size constraints. The scheme will not affect the vast majority of site users who use passenger cars to visit the sites.
11. The HWRC's have vehicle size restrictions in place due to manoeuvrability and health and safety considerations. Please note that we are unable to list each type of vehicle that is required to register for an e-Permit or is able to use the sites. Users of modified or bespoke vehicles, or where it is not clear if an e-Permit is needed or not, should contact the Council to seek clarification.

Table 1: Vehicles that do not require an e-Permit, require an e-Permit or are not allowed access

Vehicles that will not require an e-Permit	Vehicles that will require an e-Permit
Cars	Any van that falls within the size requirements stated below: <ul style="list-style-type: none"> ○ no larger or longer than a long wheel base transit van – 5.8m ○ weigh up to and including 3.5 tonnes when fully laden
4X4's (excluding pickup 4x4's with an open back or separate cab)	4x4 pickup trucks with an open back or separate cab, closed rear sides and no seating throughout.
People carriers	Trailers over 1.8 metres or 6 feet but less than 3 metres or 10 feet in length
Trailers with a bed length up to 1.8m	Horseboxes: two horse trailers, 1.8 to 3 metres (6 to 10 feet) in total length
Mini buses up to and including 3.5 tonnes laden and no longer than 5.8 metres. (Note: Minibuses are not allowed to tow trailers onto the HWRC sites)	
Camper vans – camper vans up to 5.8m (Note: Camper vans are not allowed to tow trailers onto the HWRC sites)	
Bicycles, motorcycles and quad bikes	
Vehicles which are not allowed to use any HWRC site	
<ul style="list-style-type: none"> • Vehicles over 3.5 tonnes when fully laden (including mini buses) • Commercial-type vehicles towing trailers • Trailer with a length of over 3 metres or 10 feet 	

- Box and Luton vans
- Camper vans longer than 5.8m (the length of a long wheeled based transit van).
- Horseboxes over 3 metres or 10 feet in length/ carry more than 2 horses
- Tractors (there may be some concessions for those that are very small)
- Trailers towed by any vehicle other than a Car or quad bike

Horseboxes and trailers (including hired trailers)

Length of trailer bed	e-Permit required?
1.8 metres or less	No
6 feet or less	No
1.8 metres to 3 metres	Yes
6 feet to 10 feet	Yes
Over 3 metres	Not allowed onto HWRC
Over 10 feet	Not allowed onto HWRC

12. Householders who use horseboxes or trailers over 1.8 metres (6 feet) in length but less than 3 metres (10 feet) will be encouraged to visit the HWRCs during quieter periods. These are publicised on the Council's website and promoted during interaction with customers over the telephone, email and in person at HWRCs. Ramps cannot be used; waste should be unloaded via the side door.

Hired commercial-type vehicle or trailers

13. Commercial-type vehicles or trailers, hired by a householder to deposit household waste, for a period of three days or less are permitted to enter the HWRC without an e-Permit. The householder will be required to bring the hire purchase agreement and proof of address such as a current utility bill with them and present them to site staff upon arrival. The restrictions on the vehicle sizes, weight, trailer length and operating of mechanical functions' still apply.
14. For vehicle or trailer hire periods over 3 days, the vehicle will not be allowed to enter the HWRCs and the customer should apply for an e-Permit.

Towing a trailer with a commercial-type vehicle

15. No trailers (regardless of size) are allowed to be towed onto site by anything other than a Car or quad bike.
16. Certain commercial-type vehicles are available in different models which may be the same size as a commercial-type vehicle as defined within the policy, but would not require an e-Permit under the conditions of the scheme. For example, they will have rear seats and/or windows (unlike a commercial-type vehicle that would require an e-Permit). Due to health and safety considerations around manoeuvrability, these vehicles may not be able to tow a trailer. This will be assessed on a case by case basis and householders will be contacted after applying for an e-Permit.

Householders who arrive at site in a commercial-type vehicle or towing a trailer without having applied for an e-Permit

17. A common sense approach to the scheme will be taken. Householders without an e-Permit registered for their commercial-type vehicle or their trailer who didn't know about the scheme may be granted a 'grace' visit. Site staff will record the registration number, request that the householder complete a Declaration of Household Waste Form and advise the householder to apply for an e-Permit. Upon receipt of the application the system will match up the grace visit to the vehicle and deduct a visit. Should a householder not subsequently apply for an e-Permit and again arrive on site, they will be challenged and may be refused access until they have completed an e-Permit application.

The use of tipping mechanisms, tail lifts or ramps on site

18. The use of ramps and/or tipping mechanisms is banned on site. Any commercial-type vehicle or trailer which falls within the size restrictions (see Policy Statement 2), can use the site with an e-Permit, but cannot operate either a ramp or any mechanical function whilst on site, whether this is tipping or a tail lift mechanism.

Non Oxfordshire residents

19. e-Permits will only be granted to Oxfordshire residential households.

Declaration of Household Waste Forms

20. Declaration of Household Waste Forms will continue to be used where the site staff cannot distinguish whether the waste is the result of commercial or domestic activity. Records will be maintained and will continue to be shared with the City and District Councils in case any future enforcement action is required.

Excess garden waste

21. It is acknowledged by the Council that some properties in Oxfordshire have large gardens.
22. The Council strongly advocates home composting and promotes the use of district council kerbside garden waste collections where available.
23. Where there is a need for additional visits to deposit garden waste, an additional 6 visits will be granted for garden waste only. This would allow up to a once a fortnight visit during the peak gardening season. Residents should contact the council to arrange these additional visits.

Householders who do not have, or choose not to use their kerbside collection provided by the Waste Collection Authority (WCA)

24. Householders would need to provide details of their opt-out from the kerbside collection services. The Council would contact the relevant district council for confirmation. Upon receipt of satisfactory evidence, the Council will provide the equivalent number of visits to the householder as they would have received via a kerbside collection, which for all areas within Oxfordshire would be equivalent to once a fortnight or 26 visits in any 12-month period.

25. Householders would still be required to complete an e-Permit application and to declare it is solely for the disposal of their household waste. The Council would reserve the right to revoke the e-Permit if it was proven that commercial waste was being deposited.

Tractors and quad bikes

26. The typical size of a tractor does not allow for its safe movement and parking on the HWRCs, especially on smaller sites and it is not reasonably practicable to run the scheme by exception. Therefore tractors are not permitted onto the HWRCs in Oxfordshire. The Council would consider making a concession in cases where the tractor is exceptionally small and is the householder's only vehicle and it would remain the responsibility of the householder to contact us in advance. A tractor would not be allowed to tow a trailer.
27. Quad bikes are allowed onto the HWRC. They can tow a trailer but the same rules governing the use of trailers apply.

Procedure for Ministry of Defence (MOD) bases and property

28. Householders living on a MOD base or property are required to apply for an e-Permit if they own a commercial-type vehicle or a trailer with a bed length between 1.8m - 3m (6ft - 10ft) and wish to visit the HWRCs.
29. In circumstances such as service personnel being sent away on duty on short notice, the council will accommodate this as far as possible and authorise time limited access to a HWRC. Customers should contact the Waste Management Group in order to arrange this.

Procedure for Taxis

30. Waste legislation states that as a waste producer you have a duty of care to pass your waste to a suitably licensed carrier, or take it to a permitted site.
31. Therefore, when householders have waste to take to a HWRC they are classed as waste producers and can hire a taxi to take them and their waste to a HWRC. The waste producer then passes the waste to a suitable permitted facility (the HWRC).
32. Householders cannot pass waste to a taxi driver to take to any site (including HWRCs) without travelling in the taxi with the waste themselves. The taxi is not a licensed waste carrier and therefore cannot legitimately be passed the waste by the householder.
33. Taxis are able to access HWRCs without an e-Permit, as long as they have the person who produced the waste (the householder who is paying the fare) in the vehicle with them. If they do not have the waste producer with them, they will be turned away.
34. If the taxi has waste from their own house, (and therefore the taxi driver is the one who has produced the waste, and they are not carrying a passenger) then they will need to complete a Declaration of Household Waste Form on each visit.

35. Larger taxis that have been adapted for disabled use are designed to carry people rather than goods and are not classed by the council under this scheme as commercial-type vehicles. They do not need an exemption letter to enter site, but need to follow the above guidelines depending on if they have the waste producer with them.

Oxfordshire County Council Household Waste Recycling Centres

Policy Statement 3: Disposal of Waste by Charities and Other Eligible Organisations at Household Waste Recycling Centres

1. Under the Controlled Waste Regulations a number of organisations (including charities) may be eligible to dispose of household type waste at HWRCs. This may be subject to change in the future.
2. These organisations are still subject to the HWRC vehicle restrictions as set out in Policy Statement 2 and, in addition, need to apply for a charity permit before using the HWRC.
3. Please contact the Council on 01865 816043 or use the online enquiry form <https://www.oxfordshire.gov.uk/cms/content/contact-waste-management> to receive details of how to apply for a permit under this scheme.
4. Charities should also check with the Environment Agency to see if a Waste Carriers License is also required.

Oxfordshire County Council Household Waste Recycling Centres

Policy Statement 4: Acceptance of “Do-It-Yourself” Type Waste (DIY waste)

1. Under the Controlled Waste Regulations 2012, waste that is generated through building or renovation work (construction and demolition), including waste arising from preparatory works for such construction or demolition works, is classified as industrial waste, not household waste, even if it is generated by the householder in their home. This waste is commonly referred to as ‘DIY’ waste and the Council does not have a duty to provide a free disposal point for such waste.
2. The Council therefore seeks to carefully control the deposit of this type of waste at HWRCs for the following reasons:
 - To control costs to council tax payers – construction and demolition waste tends to be a particularly heavy material. As waste disposal and processing are predominantly paid for by weight there would be a significant financial burden passed on to all council tax payers.
 - To prevent the illegal use of the sites by traders.
 - To reduce congestion and improve health and safety on the HWRC sites – large volumes of DIY waste delivered loose to site take much longer to unload than ordinary household and recyclable wastes, and reduce capacity on site.
3. Examples of this type of waste include those listed in Table 2 below.
4. The Council’s site management contractors will be required to accept DIY waste and an appropriate charge will be made for this waste. DIY waste will not be accepted in the household waste containers and separate containers will be provided. Details of the contractors’ arrangements for the acceptance and charging for DIY waste are available on the Council’s website.

Table 2: Examples of DIY waste

Bath	Water tank	Window frame
Toilet Pan	Standard door	Roofing felt and tiles
Cistern	Kitchen unit (wall or floor)	Wash basin or kitchen sink
Kitchen Worktop	Plasterboard	Soil and rubble and other inert waste
Shower door or shower tray	Radiator	Guttering and drain pipe

5. **Alternative Disposal Methods:** Householders with more DIY waste than can be accepted under the charging scheme must make alternative arrangements for disposal. Options may include:

- Hiring a skip or hippo bag
 - Employing a licenced waste contractor
 - Using a public weighbridge at a commercial waste disposal or recycling facility.
 - Using the weighbridge at Redbridge
 - Enquiring whether their local waste collection authority provide a suitable collection service
6. Householders are reminded of their 'Duty of Care' with regards to disposal of their waste. Householders should note that, if arranging alternative disposal, it is their responsibility to make any necessary arrangements and cover costs of disposal.

Duty of Care (Householders)

If you arrange for someone to take away any of your waste, you are required to take reasonable steps to ensure that the person or company you are handing the waste to is legally authorised to take it, transport it and dispose of it safely.

For this, they need to be registered as a licensed waste carrier. You can check the list of registered waste carriers at: www.environment-agency.gov.uk or by calling 08708 506 506. It is prudent to keep a record of the waste carriers details including vehicle registration.

If your waste is fly tipped and you did not check you could be liable for a fine of up to £5000.

Oxfordshire County Council Household Waste Recycling Centres

Policy Statement 5: Commercial Waste

1. HWRCs in Oxfordshire are provided primarily for the re-use, recycling, composting, recovery and disposal of waste from Oxfordshire residents own homes only.
2. All businesses and commercial operators have a legal responsibility to ensure that business waste is stored, transported and disposed of without harming the environment. This is called a Duty of Care.
3. The Council's HWRC management contractors have a contractual duty to challenge site users to establish the source of waste arriving at a HWRC. Where there is sufficient reason to believe that waste is from a commercial source, site staff may ask for a Declaration of Household Waste Form to be completed and/or not allow that visitor to deposit their waste. The information supplied may be passed to the relevant District Council Enforcement Officers for investigation.
4. The Council's site management contractors may accept commercial waste and make an appropriate charge for this. Commercial waste will not be accepted in the household waste containers and separate containers will be provided. Details of the contractors' arrangements for the acceptance and charging for commercial waste are available on the Council's website.
5. Businesses and commercial operators are able to make their own arrangements for the collection and/or disposal of their waste either through their local Waste Collection Authority or via a legitimate waste management company. Further information to advise businesses and commercial operators of their obligations and possible methods for dealing with their waste can be found online at www.oxfordshire.gov.uk/waste.
6. The sites that are able to accept limited quantities of non-hazardous commercial waste for recycling and disposal may have a weighbridge. There is a charge for this service and it is run entirely by private contractors, including the setting and collection of charges.

Oxfordshire County Council Household Waste Recycling Centres

Policy Statement 6: Hazardous Waste (Asbestos, Plasterboard and Engine Oil)

Asbestos

1. Ardley, Dix Pit and Redbridge HWRCs are able to accept **sheets of cement bonded asbestos**. Limits and procedures for dealing with this type of waste are in place to protect the health and safety of residents and site operatives. Further information on asbestos is available via the Health Protection Agency website at: <https://www.gov.uk/government/publications/asbestos-properties-incident-management-and-toxicology>
2. A maximum of 8 sheets (size 6' x 4') or equivalent (such as one water tank) are permitted to be disposed of in any one visit. It is deemed that normal waste production rates from a domestic household would not exceed 8 sheets over a one month period. Beyond this a customer may be asked to fill out a Declaration of Household Waste Form, or advised to find alternative disposal routes.
3. Asbestos sheeting must be wrapped in accordance with HSE guidelines which are available on the HSE web site at: <http://www.hse.gov.uk/asbestos/index.htm>
4. A summary of general advice and guidance is provided as follows:
 - wear a dust mask approved for asbestos;
 - wear disposable overalls and gloves;
 - keep other people away from the working area;
 - wet the material well with water containing a little washing up liquid; check that there is no potential for contact with electricity first;
 - always remove whole sheets or components; do not break them up;
 - double wrap all material in thick polythene (1000 gauge) and seal;
 - clean up all dust with a damp cloth and then seal it in a plastic bag whilst damp;
 - do not use a domestic vacuum cleaner as dust may pass through the filter.(This is for guidance **ONLY** and is **NOT** an exhaustive list.)
5. Before visiting a site to dispose of cement bonded asbestos the customer must first telephone giving 24 hours notice to ensure the site is able to accept it, as the containers have limited space. The customer's name, address and telephone number will be required by site staff. Contact numbers are available on our Asbestos webpage at: <https://www.oxfordshire.gov.uk/cms/content/dealing-asbestos>
6. At the HWRC the customer should report to the site office and follow the directions of the site staff.

7. The customer will be responsible for removing the material from the vehicle and placing it in the skip. To avoid bags breaking, material must be placed in the skip carefully and not thrown in. Material cannot be accepted on sites if it is too big and/or cannot fit in the container.
8. If a person has used a contractor or trades person to remove the asbestos material it is the responsibility of that contractor or trades person to dispose of this correctly and as commercial waste (see Policy Statement 5). Before hiring anyone to deal with asbestos, it should have been established that they have the necessary Waste Carriers Licence from the Environment Agency.
9. Further advice may be sought by contacting the Council on 01865 816043 or using the online enquiry form at:
<https://www.oxfordshire.gov.uk/cms/content/contact-waste-management>

Plasterboard

10. Plasterboard and other gypsum wastes are not defined as household waste and therefore OCC are under no legal obligation to accept this material at the HWRCs.
11. Plasterboard can be accepted by the contractors at Redbridge, Dix Pit and Ardley HWRCs. A reasonable charge will be made for this waste. At the HWRC, customers are obliged to observe signage and follow the directions of the site staff to ensure plasterboard is placed into the correct container.

Engine Oil

12. Engine oil should be poured into the marked collection tanks at each HWRC. Used oil filters and oil containers should be deposited in the marked wheelie bins.
13. Oil should be presented at site in no more than 10 litre containers, due to the weight and the manual handling required to pour the oil into the tank.
14. A maximum of 25 litres of engine oil can be deposited per month.

Oxfordshire County Council Household Waste Recycling Centres

Policy Statement 7: Hazardous Waste (chemicals, solvents etc)

1. Householders bringing chemicals to site must ensure that these are in sealed, undamaged containers. If the chemical is not in the original container and as such is not labelled, householders should clearly label the container according to their knowledge of the contents or the use of the product. In these cases site staff should be consulted before depositing. This is to help maintain the health and safety requirements of the site and aid the contractors in managing materials appropriately.
2. Householders must make site staff aware of any materials that may be considered hazardous. Site staff will then direct householders to the appropriate location for disposal.
3. It should be noted that items with the following symbol abbreviations cannot be accepted: C or “Corrosive” / E or “Explosive” / F+ or “Extremely Flammable” / F or “Highly Flammable” / O or “Oxidising”. Full descriptions of the symbol abbreviations present on packaging are available at:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/300062/LIT_5426_WM2.pdf
4. Chemicals can only be accepted in the quantities associated with typical use within the home. Where a person is moving into a new home, the clearance of chemicals from garages and sheds is the responsibility of the previous owner.
5. Pharmaceuticals cannot be accepted on sites and should be returned to a pharmacy for safe disposal. Veterinary supplies also cannot be accepted and should be returned to a vets practice for safe disposal.
6. Ammunition, flares and fireworks cannot be accepted at HWRCs. Please contact the following for these wastes:
 - a. Ammunition - Thames Valley Police
 - b. Fireworks – Oxfordshire County Council, Trading Standards
 - c. Flares – Coastguard
7. Fire extinguishers can be accepted at HWRCs; however the following points must be noted:
 - All empty extinguishers must have their handles taped together;
 - Full/part-full extinguishers must have a safety pin in place;
 - CO2 extinguishers require a blanking cap if a swivel horn is not attached;
 - Extensively corroded extinguishers will not be accepted.

Oxfordshire County Council Household Waste Recycling Centres

Policy Statement 8: Paint

1. A ban on liquids entering landfill came into effect in 2007 as part of the Landfill Directive. Liquid waste is also not permitted at the Energy Recovery Facility (ERF). Therefore HWRCs cannot accept the disposal of tins of liquid paint in the general waste container. The following rules must be adhered to depending on the type of paint tins presented:
 - Any empty and dry metal paint tins can be placed in the scrap metal container.
 - Any empty and dry plastic paint tins can be placed in the general waste container.
 - All water-based liquid paint must be made solid before visiting the site. This can be done by leaving the lid off, adding sand, soil, sawdust or paint hardener to the excess paint to ensure that it is not in liquid form. Any solidified tins of water-based paint can then be disposed of in the general waste container.
 - All **solvent** based liquid paint must be placed in the hazardous waste cabinets at the HWRC.
2. Householders must “solidify” tins of water-based paint using the above method before arriving at the HWRC. Householders attempting to dispose of tins of liquid paint will be refused permission by site staff with appropriate guidance for their next visit.
3. As paint is a difficult waste stream to dispose of, residents are advised to seek to minimise waste paint where possible. This includes minimising the quantities left over (by following guidance on amounts needed or coverage when purchasing) and seeking to facilitate re-use of any leftover paint in the community before disposal (for example by donating to a school, community group, or paint re-use project).
4. Further clarification can be sought by contacting the Council on 01865 816043 or by using the online enquiry form at:
<https://www.oxfordshire.gov.uk/cms/content/contact-waste-management>

Oxfordshire County Council Household Waste Recycling Centres

Policy Statement 9: Gas Bottles

1. Standard gas bottles (eg 15kg Calor gas bottles) remain the property of the provider and should be returned to a local supplier.
2. Standard gas bottles can be accepted at the HWRCs for re-use. Householders must make site staff aware of any gas bottles they bring to a site. Site staff will then direct householders to the appropriate location for disposal.
3. Gas bottles of any type (including helium, CO2 and LPG) cannot be accepted in the general waste containers at the sites. Contents of the general waste containers are taken to an ERF which cannot process gas bottles.
4. Helium canisters can be accepted in the metal skip **ONLY IF** the seal has been broken and the content discharged.
5. No other gas bottles of any type can be accepted in any of the recycling containers at the sites including the metal containers.

Oxfordshire County Council Household Waste Recycling Centres

Policy Statement 10: Tyres

1. Tyres are not defined as household waste and therefore OCC are under no legal obligation to accept this material at the HWRCs.
2. Tyres can be accepted by the contractors at the HWRCs and a reasonable charge will be made for this waste.
3. The contractors may apply a restriction on the size of tyre that may be accepted. Details of this will be available on the Council's web site.
4. In order to discourage commercial tyre disposal at HWRCs, a limit has been put on the number of tyres that can be accepted to reflect that they are from a household source.
5. A householder can dispose of up to 5 car or motor bike tyres from a household source at an HWRC in any one visit. Visits to deposit tyres are limited to 2 per year.
6. HWRCs will not accept any commercial or industrial type tyres.
7. Tyres from a bicycle will be accepted free of charge. These should be separated from the bicycle and a maximum of 4 bicycle tyres may be deposited a month.

Oxfordshire County Council Household Waste Recycling Centres

Policy Statement 11: Exchange of Goods at Sites

1. OCC supports the principle of re-use and recognises that being able to use items again is a better option than recycling them.
2. For operational efficiency, the exchange or sale of goods on site between individual householders is not permitted.
3. Once goods are placed in the containers or collection areas of the HWRC ownership of these goods passes to the Council's management contractors.
4. The Council encourages residents to consider whether their goods are in good condition and reusable before visiting HWRCs. Good quality and reusable goods can be directed to one of the many re-use organisations or charities located within the County or traded / exchanged privately.
5. Goods and items for re-use should be placed in the re-use area or container.
6. The re-use areas are run by the contractors and they are fully responsible for the items and goods collected for re-use and their onward management including sale. Items and goods may be sold from site where this does not interfere with the safe and efficient operation of the site. Items and goods may also be transported off site for sale at another location. Details of the contractors' arrangements for re-use are available on the Council's website.

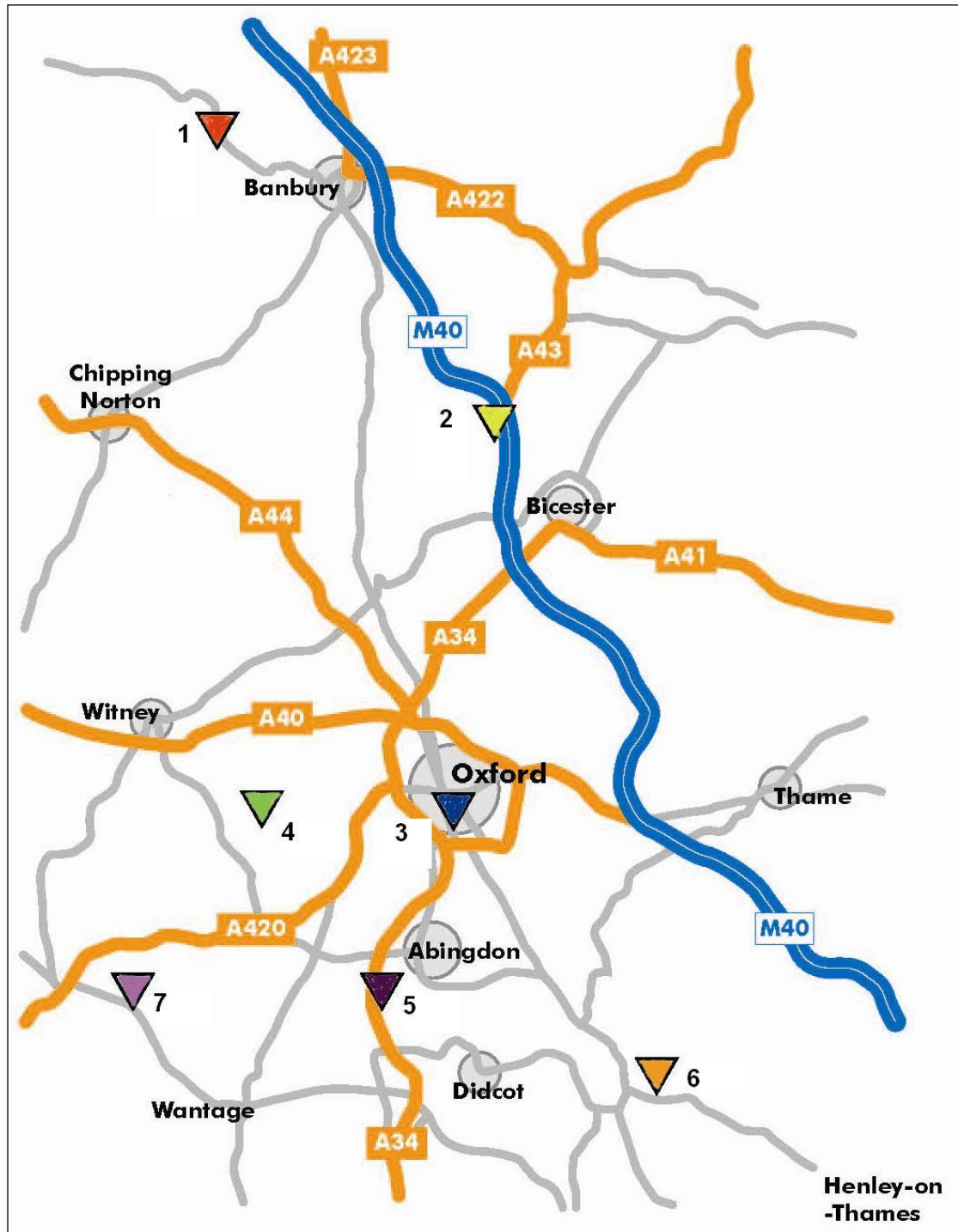
Oxfordshire County Council Household Waste Recycling Centres

Policy Statement 12: Site Rules Enforcement

1. **Health and Safety:** The Council and its site management contractors and staff shall operate the HWRCs in accordance with health and safety requirements, the Council's safety policy, and contractors' own health and safety policy and operational rules.
2. Any visitors to any HWRC must comply with all health and safety requirements, and must follow the directions of site staff in their application of rules. Failure to so comply may result in the person(s) being refused entry or directed to leave the site immediately.
3. One of the main risks to the health and safety of visitors on sites arise from traffic movements. Visitors must pay due care and attention, comply with speed limits and ask site staff if assistance is required when manoeuvring a vehicle. Whilst using the site, visitors should remain on any marked paths or walkways and not cross parking bays.
4. Visitors must follow all instructions from staff and on information signs.
5. Anyone under the age of 14 years and all animals must remain in vehicles at all times whilst on Sites. Any 'child' that is or may in the opinion of the site staff appear to be between the ages of 14 and 16 may accompany a supervising adult whilst that person is utilising the site to deposit waste.
6. No smoking will be permitted within the public areas of any HWRC.
7. Cars are parked at the customers' own risk.
8. Suitable footwear should be worn at all times. Gloves are strongly recommended for handling waste to prevent cuts and injuries.
9. Should a customer require assistance, they should alert a member of staff, either verbally or by sounding their vehicle horn.
10. Waste should be segregated for re-use or recycling as far as possible and be deposited in the correct container.
11. Verbal or physical abuse of staff is not acceptable and will not be tolerated. Visitors may be asked to moderate behaviour or to leave the site at the discretion of the site manager.
12. CCTV is installed at all HWRCs to help ensure the health and safety of all site users.
13. Further action may be taken in relation to any breach of either the site rules or the Waste Acceptance Policy more generally including reporting incidents to the police, revoking the e-permit for any relevant vehicle or banning abusers and/or the relevant vehicles from all of the HWRCs.

14. The Council shall fully support its contractors in their management of the site in relation to waste being deposited and interactions with site visitors where the actions of site operators have been reasonable and in accordance with the Council policy.
15. **Site Operations:** When any containers on site are being manoeuvred, emptied or compacted, customers may be asked to either wait to access the site or use certain/specific containers. Site staff shall monitor and engage with incoming visitors and where appropriate be proactive in advising waiting visitors of possible delays, requesting patience, and stressing the health and safety requirements on site that from time to time may cause delays in throughput of visitors.
16. **Exceptional Circumstances:** A site shall only be closed in exceptional circumstances, such as severe weather, serious health and safety risks, formal investigations, emergencies, in consultation with and ultimately with approval of, the Council. Any such closure shall be of as short duration as practicable and necessary and will be notified at the site and on the Council's website at the earliest opportunity.

Annex 1: Location and Addresses of Oxfordshire's HWRCs



1	Alkerton Household Waste Recycling Centre Stratford Road Alkerton Nr Banbury OX15 6HZ
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	(01295) 670648
2	Ardley Fields Household Waste Recycling Centre Ardley OX27 7PH (01869) 343459
3	Redbridge Household Waste Recycling Centre Abingdon Road Oxford OX1 4XG (01865) 721464
4	Dix Pit Household Waste Recycling Centre Linch Hill Stanton Harcourt OX29 5BB (01865) 880782
5	Drayton Household Waste Recycling Centre Steventon Road Drayton Nr Abingdon OX14 4LA (01235) 531281
6	Oakley Wood Household Waste Recycling Centre Old Icknield Way Crowmarsh Nr Wallingford OX10 6PW (01491) 837430
7	Stanford in the Vale Household Waste Recycling Centre Faringdon Road Stanford in the Vale SN7 8LD (01367) 718804

For all general enquires please contact Waste Management Group on 01865 816043 or use the online enquiry form at:
<https://www.oxfordshire.gov.uk/cms/content/contact-waste-management>