



**Oxfordshire County Council
Waste Management Group**

**Household Waste Recycling Centres -
Operating, Access and Waste Acceptance Policy**

First version May 2011

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 .

Waste Management Group
Commercial
Directorate of Environment & Economy
Oxfordshire County Council



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**Oxfordshire County Council
Waste Management Group**

**Household Waste Recycling Centres -
Operating, Access and Waste Acceptance Policy**

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i. Introduction

- i. Under Section 51 of the Environmental Protection Act, Oxfordshire County Council (OCC) has a legal duty to provide a free domestic waste disposal route for Oxfordshire residents through Household Waste Recycling Centres (HWRCs).
- ii. OCC currently provides seven HWRCs across the county which are managed on their behalf by private contractors (see Annex 1). Any strategy reviews that materially affect this document will be subject to a policy review (periodic or extraordinary).
- iii. From 2014 residual waste from the HWRCs will no longer be taken to landfill. Residual waste from HWRCs will be taken to an Energy Recovery Facility (ERF) at Ardley to be treated and produce electricity.
- iv. 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.
 - To maximise reuse and recycling at HWRCs.
 - To protect the health and safety of site staff and householders at HWRCs.
 - 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

- i. 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 as required, to help ensure the safe management of and continued access to the HWRCs.
- ii. When charges apply for the acceptance of certain types of waste (i.e. DIY and tyres), these charges are subject to periodic review by OCC.

iii. Household Waste Recycling Centres - Users

- i. The primary purpose of HWRCs is to provide a facility for householders to deposit certain waste materials that may not otherwise be taken by the routine collection services provided by Waste Collection Authorities (WCA).
- ii. HWRCs are provided for the use of householders resident in Oxfordshire for the disposal of their own household waste.
- iii. As an exception, 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 disclaimer form verifying that the waste is not trade waste.

- iv. HWRCs **ARE NOT** provided for the disposal of commercial waste (also known as trade waste).
- v. 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).
- vi. 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.
- vii. Waste generated by a business operating from home is also viewed as commercial waste and as such individuals must arrange a commercial collection.
- viii. The HSE guidance recommends that no more than 25kg should be lifted at a time as this reduces the risk of injury. The onus is 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.
- ix. Oxfordshire County Council may be able to accommodate visits from schools at certain HWRCs. Please contact the Waste Management Group on 01865 816043 or waste.management@oxfordshire.gov.uk to discuss this further.

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

- i. 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 and the full policy can be accessed from the councils website. Key points include:
- ii. 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 e-Permit.
- iii. Vehicles over 3.5 tonnes when fully laden are not allowed on any of the sites.

General access conditions

- iv. 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.
 - v. 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.
 - vi. HWRCs are open every day from 08:00 to 17:00 hrs except for Christmas Day, Boxing Day, and New Year's Day when they are closed. There may also be early closing at the HWRC sites on Christmas Eve and New Years Eve by arrangement with site management (please see Oxfordshire County Council website for details). HWRCs are open until 20:00 on Thursday evenings between 1 April and 30 September.
 - vii. 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.
 - viii. Depositing waste or recycling outside the gates or on the access road to an HWRC site is fly-tipping and as such may be subject to enforcement action.
- v. **Household Waste Recycling Centres - Types of Waste**
- i. HWRCs are for the disposal of household waste only.
 - ii. There are privately operated commercial waste recycling facilities adjacent to Redbridge and Ardley HWRCs.
 - iii. HWRCs will only accept household waste of the type and amount associated with the conventional production from a household.
 - iv. Individuals attempting to deposit large quantities of materials or items suspected to be commercial waste may be challenged by site management staff. Site staff may ask the depositor to complete a disclaimer form to confirm that the waste is household waste from their own home.
 - v. 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, given advice and directed to leave the site.
 - vi. Refusing to complete a disclaimer form fully, if requested, may also result in an individual being refused access to deposit waste.
 - vii. OCC and its site management contractors may share information given on disclaimer forms (or any other relevant information taken on site) with Waste Collection Authorities, who may instigate action via the Council

Enforcement Officers to further ensure waste deposited at sites is household in origin.

- viii. A wide range of recyclable materials are collected at Oxfordshire HWRCs. The range of materials accepted varies from site to site due to factors such as health and safety, space/capacity, site permit and operational constraints. See Annex 2 for a full list of accepted materials by site. If the item is not listed in Annex 2, or householders are in any doubt, they should contact the Waste Management Team for advice on 01865 816043.

vi. **Information**

- i. The Council shall make available to site visitors a range of leaflets to provide relevant 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.
- ii. Further information about HWRCs and waste and recycling in general is also available via the Council's Waste Management pages at www.oxfordshire.gov.uk/waste or by calling 01865 816043.

vii. **Equalities**

- i. A Service and Community Impact Assessment (SCIA) has been carried out for the HWRCs, and this policy and accompanying procedures reflect the outcomes. If you would like a copy of the SCIA, please contact Waste Management by calling 01865 816043 or emailing waste.management@oxfordshire.gov.uk.
- ii. Alternative formats of this publication are available on request. These include other language, large print, Braille, computer disk or email.

Oxfordshire County Council Household Waste Recycling Centres

Policy Statement 1: Maximising Recycling

- i. Oxfordshire County Council and its contractors are committed to seeking to maximise opportunities for recycling at HWRCs through the following means:
 - Provision of separate containers for a wide range of different materials.
 - Clear signage showing which materials can be placed in each container to help residents to sort their waste and to ensure the correct material is placed in the correct container.
 - Site staff to offer advice about separating materials on site.
 - Information about recycling is available online at www.oxfordshire.gov.uk/waste
 - Offering telephone advice about potential for recycling individual materials through the Waste Management Team on 01865 816043.
- ii. 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 (see Annex 2 for acceptable recyclable materials).
- iii. 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 black bags during their visit, or may open black bags 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.

Oxfordshire County Council Household Waste Recycling Centres

Policy Statement 2: e-Permit Scheme

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

Section 1: Permits

- i. 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).
- ii. The old paper based permit scheme migrated to an e-Permits system in November 2014 from which time paper permits are longer issued or used. The e-Permit system brings significant benefits to customers and the council as it improves the service offered and simplifies the administration of the scheme by officers.
- iii. Each e-Permit allows 12 visits in total per year. No increase in the number of visits will occur before the 12-month period has ended, unless exceptional circumstances apply. A householder can choose when to use the visits, i.e. all in one month or spread over the year.
- iv. 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. e-Permits do not expire unless they have not been used for 24 months.
- v. 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 trade waste disclaimer form to be completed.
- vi. The permit is for vehicular access to the HWRC and not the type of waste being carried. Therefore, site staff still have the right to turn away a vehicle if it is suspected it is carrying commercial waste, or to ask for a waste disclaimer form to be completed.
- vii. e-Permits require the following information to be provided:
 - vehicle registration
 - household address
- viii. 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.

Terms and Conditions

Customers are required to understand, accept and comply with the terms and conditions of the scheme at all times.

Vehicle size restrictions

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.

Hired commercial-type vehicle or trailers

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.

For vehicle or trailer hire periods over 3 days, the vehicle will not be allowed to enter the HWRCs. However, in circumstances where the origin of waste is proven to be genuine household waste, the customer should contact the council to arrange temporary access. The customer will be requested to complete a waste disclaimer form on arrival.

Towing a trailer with a commercial-type vehicle

No trailers (regardless of size) are allowed to be towed onto site using a commercial-type vehicle.

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 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.

Vehicles that will not require an e-Permit

The scheme will not affect the majority of site users including customers driving the following vehicles:

- cars
- 4X4's (excluding pick-up trucks and certain types of 4x4's, see definition below of a commercial-type vehicle)
- people carriers
- mini buses under 3.5 tonnes laden and no longer than 5.8 metres (19 feet). *(Note: Minibuses are not allowed to tow trailers onto the HWRC sites)*
- specially adapted vehicles for disabled users – a dispensation letter can be provided by Oxfordshire County Council, when requested by a householder

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- camper vans – only camper vans up to the size of a transit van will be allowed on site (*Note: Camper vans are not allowed to tow trailers onto the HWRC sites*)
- bicycles and quad bikes
- hired commercial-type vehicle or trailers (hired for less than 3 days)

Vehicles that will require an e-Permit:

Commercial-type vehicles that require an e-Permit are any vehicles that are designed to carry goods, not people. This includes vehicles with any of the following: no rear windows (this means rear windows which are side-facing); no rear seats; an open back; a back which is separate to the main cab area.

- any vehicle that falls within the size requirements stated below:
 - no larger or longer than a long wheel base transit van
 - weigh 3.5 tonnes or less when fully laden
- 4x4 pick-up trucks

Vehicles that are banned from using any HWRC site:

- vehicles over 3.5 tonnes when fully laden (including mini buses)
- commercial-type vehicles towing trailers
- box and Luton vans
- camper vans larger or longer than a long wheeled based transit van
- vehicles with tipping mechanisms and ramps - the use of tipping mechanisms and ramps are not allowed on site. Any vehicle that falls within the size restrictions above can use the site with an e-Permit, but cannot operate any mechanical function whilst on site, whether this is tipping or a tail lift mechanism or ramp.
- tractors (there may be some concessions for those that are very small)

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

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 websites 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.

The rules on towing with a commercial-type vehicle are unaffected by this change. The purpose of this condition is to cater for households with one or more vehicles that can tow the same trailer.

The admittance of minibuses and camper vans to the HWRCs

Only minibuses and camper vans under 3.5 tonnes laden and no longer than 5.8 metres (19 feet) in length are allowed on to site and will not require an e-Permit.

Minibuses and camper vans are not allowed to tow trailers onto the HWRC sites.

In the interest of clarity, a people carrier is not classified as a minibus.

Non Oxfordshire residents

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

Disclaimer forms

Disclaimer 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 enforcement action is required.

Excess garden waste

It is acknowledged by the Council that some properties in Oxfordshire have large gardens.

The Council strongly advocates home composting and promotes the use of district council kerbside garden waste collections.

In exceptional circumstances, where there is a proven need for additional visits to dispose of garden waste, an additional 6 visits will be granted for garden waste only. This would allow up to once a fortnight visit during the peak gardening season. Residents should contact the council to arrange these additional visits.

Site rules

Householders will be asked to comply with the site rules and Waste Acceptance Policy for the HWRCs in Oxfordshire. A copy of the current Waste Acceptance Policy is available to download from the council website or on request.

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

A common sense approach 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 Trade Waste Disclaimer 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 remove 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.

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

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.

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

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.

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

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.

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

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.

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).

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.

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

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vehicle with them. If they do not have the waste producer with them, they will be turned away.

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 Disclaimer Form on each visit.

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.

Table 1 - Vehicles that require an e-Permit.

Table 1: e-Permit requirements for vehicles

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 ○ weigh under 3.5 tonnes when fully laden
4X4's (excluding pick up 4x4's with an open back or separate cab)	4x4 pick up 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 under 3.5 tonnes laden and no longer than 5.8 metres (19 feet). (Note: Minibuses are not allowed to tow trailers onto the HWRC sites)	
specially adapted vehicles for disabled users – a dispensation letter can be provided by Oxfordshire County Council, when requested by a householder	
camper vans – only camper vans up to the size of a transit van will be allowed on site (Note: Camper vans are not allowed to tow trailers onto the HWRC sites)	
bicycles and quad bikes	
Vehicles which are banned from using 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 	

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- box and Luton vans
- tipping mechanisms - the use of tipping mechanisms are banned on site. Any vehicle that falls within the size restrictions above can use the site with an e-Permit, but cannot operate any mechanical function whilst on site whether this is tipping or a tail lift mechanism
- camper vans larger or longer than 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)

**Oxfordshire County Council
Household Waste Recycling Centres**

Policy Statement 3: Disposal of Waste by charities and other eligible organisations at Household Waste Recycling Centres

Under Schedule i and ii of 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.

These organisations are still subject to the HWRC vehicle restrictions as set out in Policy Statement 2 and need to apply for a Schedule ii permit before using the HWRC.

Please contact Oxfordshire County Council Waste Management Group on 01865 816043 or email: waste.management@oxfordshire.gov.uk to receive a copy of this policy and details of how to apply for an e-Permit under this scheme.

Oxfordshire County Council Household Waste Recycling Centres

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

Under the Controlled Waste Regulations 1992, waste that is generated through building or renovation work (construction and demolition) is classified as industrial waste, not household waste, even if it is generated by the householder in their home. This means that the Council does not have a duty to provide a free disposal point for such waste.

- i. The Council therefore seeks to control the amount of this type of waste accepted 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 burden passed on to all council tax payers.
 - To prevent illegal use of the sites by traders – waste from works of construction and demolition is not household waste and illegal use of sites is a significant problem which these limits are designed to control.
 - 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.
- ii. Examples of this type of waste include those listed in Table 2 below.
- iii. The Council is not imposing an outright ban on all construction and demolition waste as it is recognised that households do have a legitimate need to dispose of limited quantities of these types of materials. Since 2000, the Council has had a policy that allows small quantities of waste from small scale DIY activities carried out by householders themselves to be accepted through the ‘DIY 1,2,3 for free Scheme’. This scheme was reviewed and re-launched in Autumn 2010.
- iv. Under the scheme householders may dispose of up to 3 items of DIY type waste, or 3 sacks (80ltr) of DIY waste or plasterboard¹ in each 4 week period. This is the total amount allowed free of charge across all Oxfordshire HWRCs in each 4 week period.

Householders may dispose of further items, or equivalent 80ltr sacks, of waste but at a charge of £1 per item up to a maximum of 10 items (making a total of 13 items) in any 4 week period. Amounts of waste in excess of this will be considered to be commercial waste and should be disposed of by other means (see xii below).

¹ Please note plasterboard is only accepted at Ardley, Dix Pit and Redbridge HWRCs (see Policy Statement 6)

- v. DIY waste, such as rubble, soil or tiles, should be bagged into sacks (please see point viii and Table 2), with each 80ltr sack being equivalent to 1 item. Sacks a little over 80ltrs will be counted as 2 items. Waste presented in a large builders' style sack will be assessed and a decision made on an appropriate charge. If waste is not bagged it may lead to an inaccurate charge made to the householder (see point x below).
- vi. The HSE guidance recommends that no more than 25kg should be lifted at a time as this reduces the risk of injury. The onus is 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.
- vii. Any complete item as listed in Table 2 will be counted as 1 item.
- viii. Examples of types and quantities of waste acceptable equating to "1 item" under this scheme are listed below in Table 2.
- ix. OCC appreciate that some householders using a trailer or open backed vehicle for reasons of ease of loading and unloading, would prefer not to bag certain types of DIY waste (i.e. rubble, soil or tiles). If this DIY waste is presented unbagged or loose, then a flat rate of £5 per load will be charged, regardless of the size of trailer or open backed vehicle. Waste presented in this manner will be counted as 8 items (3 items for free under the 123 for free scheme, plus a further 5 x 80ltr sacks of DIY waste). Any additional 'items' carried by the householder or deposited within the same 4 week period, will therefore be charged at £1 per item, meaning that a maximum of 5 more items may be deposited within the period, up to the maximum of 13 items. Size and weight restrictions apply when accessing the site with trailers and vehicles and an e-Permit may be required (see Policy Statement 2).
- x. Charges will only apply to the items stated in Table 2 or waste presented as described in point viii above.

Table 2: Examples of items of DIY waste

Bath	Water tank	Complete window frame (no glass)
Toilet Pan	Standard door	Roll of carpet or roof felt – up to 3.5 metres*
Cistern	Kitchen unit (wall or floor)	Wash basin or kitchen sink
Kitchen Work top (max. length 3m)	80ltr sack of plasterboard**	80 ltr sack of DIY waste i.e. soil, rubble, tiles and inert.**
10 Carpet tiles or sections of carpet and/or roof felt smaller than 1.5m x 1.5m	Sheet of plasterboard up to 2m x 1m	3m piece of guttering or drain pipe
Shower door or shower tray	Radiator	

* any carpet rolls over 3.5 metres will be counted as 2 items

** sacks over 80ltrs in capacity will be counted as two items. This may constitute other DIY type waste not listed.

xi. **Garden DIY and soil**

A householder may deposit 6 panels of garden fencing, pallets or a garden shed free of charge per each calendar month. These items fall outside of the DIY 1,2,3 for free charging scheme.

Soil remains chargeable (see Table 2 and point ix)

xii. **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, Ardley or Dix Pit HWRC²
- enquiring whether their local waste collection authority provide a suitable collection service

xiii. 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 by Law 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.

² A trade account would need to be set up at Ardley or Dix Pit

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Policy Statement 5: Commercial Waste

- i. HWRCs in Oxfordshire are provided for the disposal of waste from residents own homes only.
- ii. All businesses 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.
- iii. The Council's HWRC management contractor(s) 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 management staff may not allow that visitor to deposit their waste or may ask for a disclaimer form to be completed. The information supplied may be passed to the relevant District Council Enforcement Officers for investigation.
- iv. Businesses should make their own arrangements for the collection and/or disposal of their waste either through their local Waste Collection Authority or a licenced waste disposal company. The Council can provide information to advise businesses of their obligations and possible methods for dealing with their waste. This is available online at www.oxfordshire.gov.uk/waste or by calling 01865 816043.
- v. The only sites linked to OCC HWRCs and their management contractors that are able to accept limited quantities of commercial waste are the commercial waste areas adjacent to Redbridge and Ardley HWRCs. These sites have a weighbridge and can accept non-hazardous commercial waste for recycling or disposal. There is a charge for this service and it is run entirely by private contractors, including the setting and collection of charges.

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

Asbestos

- i. 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>
- ii. 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 disclaimer form, or advised to find alternative disposal routes.
- iii. Asbestos sheeting must be wrapped in accordance with [HSE guidelines](http://www.hse.gov.uk/asbestos/index.htm).
<http://www.hse.gov.uk/asbestos/index.htm>
- iv. 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 and is **NOT** an exhaustive list. Please visit the Direct Gov website at <https://www.gov.uk/search?q=Asbestos> for the most up to date information on dealing with non-licensable asbestos materials).
- v. 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: Ardley 01869 343459, Dix 01865 880782 and Redbridge 01865 721464.
- vi. At the HWRC the customer should report to the site office and follow the directions of the site staff. The customer will be responsible for removing the

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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 for the container.

- vii. 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 cement bonded asbestos, it should have been established that they have the necessary licence and paperwork from the Environment Agency.
- viii. Further advice may be sought by contacting the Waste Management Group on 01865 816043 or emailing waste.management@oxfordshire.gov.uk.

Plasterboard

- ix. Plasterboard is not accepted at the ERF and is banned from landfill and must be separated for recycling.
- x. 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. However, we understand that some residents undertake DIY work and may have gypsum or plasterboard to dispose of.
- xi. Plasterboard can only be accepted at Redbridge, Dix Pit and Ardley HWRCs. 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.
- xii. Plasterboard falls within the DIY 1,2,3 for Free scheme. Policy Statement 4 contains information and details on any charges that may apply.
- xiii. In the event a person is unable to remove tiles, foam or other materials from the plasterboard they would need to contact a skip hire company, as the company used by the Council to recycle this material can accept clean plasterboard only. Plasterboard with other materials attached would lead to loads being rejected at the recycling facility.

Engine Oil

- i. 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.
- ii. 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.
- iii. A maximum of 25 litres of engine oil can be deposited per month.

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

- i. 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 contractor in managing materials appropriately.
- ii. 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.
- iii. 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
- iv. 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.
- v. 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.
- vi. Ammunition and fireworks cannot be accepted at HWRCs. Please contact Thames Valley Police to arrange disposal of these items on 0845 850 5505.
- vii. 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.

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Policy Statement 8: Paint

- i. 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 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 adding sand, soil or sawdust 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.
- ii. 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.
- iii. 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 reuse of any leftover paint in the community before disposal (for example by donating to a school, community group, or paint reuse project).
- iv. Further clarification can be sought by contacting the Waste Management Group on 01865 816043 or emailing waste.management@oxfordshire.gov.uk.

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Policy Statement 9: Gas Bottles

- i Small gas bottles (e.g. calor gas bottles) can be accepted at the HWRCs for recycling. 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.
- ii Gas bottles of all types (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.
- iii Gas bottles of any and all types **cannot** be accepted in any of the recycling containers at the sites including the metal containers.
- iv Helium canisters can be accepted in the metal skip **if** the seal has been broken and the content discharged.

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Policy Statement 10: Tyres

- i. Tyres cannot be processed at the ERF and are not classified as household waste, therefore a charge may be made towards the cost of collection and disposal.
- ii. 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.
- iii. A householder can dispose of up to 4 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.
- iv. Tyres with a hub rim of over 20 inches will not be accepted.
- v. A charge of £2.50 per tyre will be levied.
- vi. HWRCs will not accept any commercial or industrial type tyres.
- vii. Tyres from a push bike will be accepted free of charge. These should be separated from the main frame of the bike. A maximum of 4 bicycle tyres may be deposited a month.

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Policy Statement 11: Exchange of Goods at Sites

- i. For operational efficiency, the exchange or sale of goods on site between individual householders is not permitted.
- ii. Once goods are placed in the containers or collection areas of the HWRC ownership of these goods passes to the Council's management contractor(s).
- iii. The Council encourages residents to consider whether their goods are in good condition and reusable before visiting HWRCs. Good quality and reusable goods should either be directed to one of the many reuse organisations or charities located within the County or traded / exchanged privately. Further advice about reuse can be found by visiting our website at <http://www.oxfordshire.gov.uk/waste>; contacting the Waste Management Group on 01865 816043 or emailing waste.management@oxfordshire.gov.uk.
- iv. A reuse trial is on-going at Alkerton and Stanford HWRCs. OCC introduced facilities for site staff to segregate re-usable items for resale on-site. Goods that are in an acceptable condition are stored separately on-site and the public are then able to buy these items.
- v. OCC supports the principle of reuse and recognises that being able to use items again is a better option than recycling them.
- vi. The reuse areas are run by the contractor who currently manage the sites and they determine the pricing structure. The contractor will provide information on the tonnage diverted from sites and income generated to help inform the Council's HWRC strategy.
- vii. Goods must be in a reasonable clean and working condition. The site staff will decide on the suitability of items for resale. Some items that can't be accepted for reuse are:
 - Electrical goods – (this is because at the moment there are no Portable Appliance Testing facilities on the sites)
 - Certain types of toys where it cannot be guaranteed that they meet safety regulations
 - Furniture without the correct fire safety labelling

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Policy Statement 12: Site Rules Enforcement

- i. **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 operational rules.
- ii. Any visitors to any HWRC must comply with all such 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.
- iii. 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.
- iv. Visitors must follow all instructions from staff and on information signs.
- v. Children should remain in vehicles at all times or be suitably supervised. Any animals must remain secured in the vehicle.
- vi. No smoking will be permitted within the public areas of any HWRC. There are designated smoking areas for site staff.
- vii. Cars are parked at the customers own risk.
- viii. Suitable footwear should be worn at all times. Gloves are recommended for handling waste to prevent cuts and injuries.
- ix. Should a customer require assistance, they should alert a member of staff, either verbally or by sounding their vehicles horn.
- x. Waste should be segregated for recycling as far as possible and be deposited in the correct container.
- xi. We will not accept verbal or physical abuse of any staff. Visitors may be asked to moderate behaviour. Should such abuse continue, visitors will be asked to leave the site at the discretion of the site manager.
- xii. CCTV is installed to help ensure the health and safety of all site users.
- xiii. 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.
- xiv. **Operational Manoeuvres on sites:** When any containers on site are being manoeuvred, emptied or compacted, customers will be asked to wait to

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access the site or to use the containers. Site staff shall endeavour to observe incoming visitors and as 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 prevent faster throughput of visitors.

- xv. **Exceptional Circumstances:** A site shall only be closed in exceptional circumstances, such as inclement 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 Alkerton OX15 6HZ (01295) 670648
2	Ardley Fields Household Waste Recycling Centre

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	<p>Brackley Road Ardley OX27 7PH</p> <p>(01869) 343459</p>
3	<p>Redbridge Household Waste Recycling Centre Abingdon Road Oxford OX1 4XG</p> <p>(01865) 721464</p>
4	<p>Dix Pit Household Waste Recycling Centre Linch Hill Stanton Harcourt OX29 5BB</p> <p>(01865) 880782</p>
5	<p>Drayton Household Waste Recycling Centre Steventon Road Drayton Nr Abingdon OX14 4LA</p> <p>(01235) 531281</p>
6	<p>Oakley Wood Household Waste Recycling Centre Henley Road Crowmarsh Nr Wallingford OX10 6PW</p> <p>(01491) 837430</p>
7	<p>Stanford in the Vale Household Waste Recycling Centre Faringdon Road Stanford in the Vale SN7 8LD</p> <p>(01367) 718804</p>

For all general enquires please contact Waste Management Group on 01865 816043

Annex 2: Materials recyclable at Oxfordshire HWRCs

All materials are governed by the general policies in this document. However, some materials are subject to additional policies and guidance.

Materials accepted at each site may be subject to change. Please visit our website at <http://www.oxfordshire.gov.uk/waste> for the latest information or contact 01865 816043

HOUSEHOLD WASTE RECYCLING CENTRES IN OXFORDSHIRE								
	Additional policies in place.	Alkerton	Ardley Fields	Dix	Drayton	Oakley Wood	Redbridge	Stanford
Aerosols		•	•	•	•	•	•	•
Aluminium Foil		•	•	•	•	•	•	•
Asbestos*	See Policy Statement 6 - Maximum of eight sheets (size 6' x 4') per visit. Visits limited to one per month.		•	•			•	
Batteries (car & h/hold)		•	•	•	•	•	•	•
Bikes - for third sector reuse		•	•	•		•	•	
Bikes - scrap metal		•	•	•	•	•	•	•
Bric a brac (for reuse on site)		•						•
Books		•	•	•	•	•	•	•
Cans		•	•	•	•	•	•	•
Cardboard		•	•	•	•	•	•	•
Chemicals*	See Policy Statement 7	•	•	•	•	•	•	•
Computers		•	•	•	•	•	•	•
DIY Waste*	See Policy Statement 4 - subject to "1-2-3 for Free" Policy	•	•	•	•	•	•	•
Electrical items		•	•	•	•	•	•	•
Engine oil and filters	See Policy Statement 6	•	•	•	•	•	•	•
Fridges & Freezers		•	•	•	•	•	•	•
Fluorescent Tubes		•	•	•	•	•	•	•
Furniture (for reuse)		•		•				•
Gas Bottles	See Policy Statement 9	•	•	•	•	•	•	•
Glass		•	•	•	•	•	•	•

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Green Waste		•	•	•	•	•	•	•
Hardcore and rubble	See Policy Statement 4 - subject to "1-2-3 for Free" Policy	•	•	•	•	•	•	•
Light Bulbs		•	•	•	•	•	•	•
Mobile Phones		•	•	•	•	•	•	•
Oil Filters		•	•	•	•	•	•	•
Paint Tins (no liquid paint)	See Policy Statement 8 - no liquid paint is permitted at sites.	•	•	•	•	•	•	•
Paper		•	•	•	•	•	•	•
Plasterboard	See Policy Statement 6 - plasterboard cannot be disposed of in the general waste skip and therefore must be taken to a site with facilities.		•	•			•	
Plastics		•		•	•	•	•	•
Scrap Metal		•	•	•	•	•	•	•
Soil	See Policy Statement 4 - subject to "1-2-3 for Free" Policy	•	•	•	•	•	•	•
Televisions		•	•	•	•	•	•	•
Textiles		•	•	•	•	•	•	•
Timber/Wood		•	•	•	•	•	•	•
Tools (for reuse)							•	
Tyres*	See Policy Statement 9 - charged at £2.50 a unit, 5 tyres per visit and limited to 2 visits per year	•	•	•	•	•	•	•
* restricted amount								