



West Oxfordshire District Council Waste & Recycling Policies

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1. Introduction

West Oxfordshire District Council aims to maintain and enhance the District as one of the best places to live, work and visit. The Council is committed to achieving this through increased recycling in order to maximise use of finite resources thereby minimising energy use and waste disposal. The Council supports the waste hierarchy and understands the need to emphasise waste prevention and reuse.

2. Collection frequency

The table below illustrates the collection frequency from each property type and for each waste and recycling stream

| | Standard low rise with storage | Communal | Standard low rise with no storage |
|--|---|---|---|
| Refuse | Fortnightly | Weekly | Weekly |
| Chargeable garden waste | Fortnightly | Weekly | Fortnightly |
| Dry mixed recycling, bar glass | Fortnightly | Weekly | Weekly |
| Glass | Fortnightly | Weekly | Weekly |
| Food waste | Weekly | Weekly | Weekly |
| Car batteries | Ad hoc | Ad hoc | Ad hoc |
| Household batteries | Fortnightly | Weekly | Weekly |
| Used cooking oil | Fortnightly | Weekly | Weekly |
| Used engine oil | Fortnightly | Weekly | Weekly |
| Small mixed Waste | | | |
| Electrical and Electronic Equipment | Fortnightly | Weekly | Weekly |
| Textiles | Fortnightly | Weekly | Weekly |
| Clinical waste | To be agreed between resident and Council | To be agreed between resident and Council | To be agreed between resident and Council |
| Bulky waste standard and non-standard | Ad hoc | Ad hoc | Ad hoc |

3. Standard container sizes

| | Standard low rise with storage | Communal | Standard low rise without storage |
|--|--|--|--|
| Refuse | 180 litre wheeled bin | Shared bins | Sacks |
| Chargeable garden waste | 240 litre wheeled bin | 240 litre wheeled bin | Sacks |
| Dry mixed recycling bar glass | 240 litre wheeled bin | Shared bins | In the 55 litre boxes, maximum weight of 20kg |
| Glass | In the 55 litre boxes, maximum weight of 20kg | 240 litre bin | In the 55 litre boxes, maximum weight of 20kg |
| Food waste | 23 litre bin | Multiples of 23 or 240 litre bin | 23 litre bin |
| Car batteries | Loose | Loose | Loose |
| Household batteries | Maximum of a full A4 sized used labelled envelope provided by resident | Maximum of a full A4 sized used labelled envelope provided by resident | Maximum of a full A4 sized used labelled envelope provided by resident |
| Used cooking oil | Maximum five litres in a labelled plastic bottle provided by resident | Maximum five litres in a labelled plastic bottle provided by resident | Maximum five litres in a labelled plastic bottle provided by resident |
| Used engine oil | Maximum five litres in a labelled plastic bottle provided by resident | Maximum five litres in a labelled plastic bottle provided by resident | Maximum five litres in a labelled plastic bottle provided by resident |
| Textiles | In a plastic bag provided by the resident, maximum weight of 20kg | In a plastic bag provided by the resident, maximum weight of 20kg | In a plastic bag provided by the resident, maximum weight of 20kg |
| Small mixed Waste Electrical and Electronic Equipment | In the 55 litre boxes, maximum weight of 20kg | In the 55 litre boxes, maximum weight of 20kg | In the 55 litre boxes, maximum weight of 20kg |
| Clinical waste | Clinical waste bag or sharps box | Clinical waste bag or sharps box | Clinical waste bag or sharps box |
| Bulky waste standard and non-standard | Loose | Loose | Loose |

A property will be classed as a standard low rise with storage where the property has space outside to store the containers which are accessible from the kerbside without entering the dwelling. In addition the property will have fewer than four steps to access the property.

Where a property only has space for one bin they will be provided with a rubbish bin. Where a property only has space for two bins they will be provided with a rubbish bin and a garden waste bins if subscribed to the

garden waste service. If the property is not subscribed to the garden waste service they will be provided with a recycling bin.

4. Provision and replacement of containers

If a container has been lost or stolen, residents should first check with neighbours and the surrounding area. If the containers cannot be found then, a request can be made to the Council, to replace them.

If a container has been damaged through day-to-day usage then a request can be made for a replacement. However, the damaged container must be left out to be swapped with the replacement container. If the damaged container is not left out then a new container will not be delivered.

Dirty containers will not be deemed damaged and will not be replaced. It is the responsibility of residents to keep containers clean.

If a resident has recently moved into a property, it is their responsibility to ensure the containers have been left by the previous occupiers. If containers cannot be found, then a request can be made to replace them.

Occasionally bins may fall into the back of a vehicle whilst being emptied. This will be reported to the Council by the Recycling Operatives and a replacement issued automatically and delivered within 10 days.

5. Provision of larger bins

Households with six or more people permanently residing at the address or those with two children under the age of 48 months or those producing non-infectious healthcare waste can apply for a larger refuse or recycling bin. The Council will only supply a larger 240 litre refuse bin or 360 recycling bin once it is satisfied that the household has made every reasonable effort to divert refuse through recycling and that the household's requirement for extra capacity is genuine.

Periodic checks will be carried out by the Council on the resident's need and suitability for the service. Residents should notify the Council of any changes to their circumstances at the earliest opportunity. The Council maintains the right to remove the containers if the property is deemed to be no longer suitable for a larger container.

6. Presentation of containers for standard low rise and single use properties

All containers, with the exception of communal (flats) and those on assisted collections, should be presented at the edge of a resident's property (kerbside), at the point where the premises meet the adopted highway for collection. If a property is located down a private driveway or access road then the containers must be presented where the private driveway or access road meets the adopted highway. This applies even when the householder does not own the land between the property and the adopted highway.

Containers must be left in a safe place where they do not block pavements or vehicular access or affect motorists' visibility.

Where a household is on a private or unadopted road, the Council's collection vehicles will usually only collect from the road where:

- The road is of a construction that would meet the standard for adoption by the Highways Authority;
- Written consent (if required) has been obtained from the private landowner and The Council believes the road is of a suitable design to enable a waste collection vehicle to manoeuvre easily and turn where needed;
- Damage has not been caused by the collection vehicle to the private road previously;
- The nature of the road is such that it would not take an unreasonable length of time to carry out collections relative to other collections from adopted highways within the Districts;
- The owner of the road indemnifies the Council's contractor, against any claims for damage to the road.

Containers must be available at the collection point by 06:00 on the day of collection. Collections times can vary from week to week and any container which is not out for collection at 06:00 may not be emptied. If the containers are not presented for collection as specified, then the crew will not return until the next scheduled collection day.

The Council may change any collection point, either temporarily or permanently, following a review process. This review process may be instigated due (but not limited to) the Contractor's belief that the access to, or location of, the presentation site would be unsafe for collections.

The Council will give at least 10 working days' notice, in writing, of any changes to the location of a collection point, highlighting the alternative site to the householders affected. Each case will be looked at on an individual basis to agree a suitable collection point as near to the boundary as is safe and practicable.

7. Return of containers after collection

Containers will be returned to the collection point at the edge of a resident's property, at the point where the premises meet the adopted highway for collection. If properties are located down a private driveway or access road then the containers will be returned where the private driveway or access road meets the adopted highway. If this is not possible, the containers will be returned to another safe place within a reasonable distance to the collection point.

Containers should be removed by the householder by 9 am the day after the collection has been made.

Containers will be returned to their storage areas for communal collections.

8. Missed collections

There are occasions when a container may not get collected, due to crew error. Where whole roads are missed due to vehicle breakdowns or severe weather crews will automatically return as soon as they can. Should a collection be missed, it needs to be reported to the Council within two working days of the scheduled collection unless the property has communal bins, is on an assisted collection or classed as a Schedule 1 property under the The Controlled Waste (England and Wales) Regulations 2012

The Contractor will return to collect genuine reported misses within two working days of the them being notified. Any missed collections reported after the two-day period will not be collected until the next scheduled collection day.

A missed collection will not be classed as genuine if:

- The containers were not out for collection by 06:00 on the collection day; or,
- The containers were not at the correct collection point; or,
- Access was not granted for an assisted collections, e.g. locked gates; The container contained unwanted materials which were classed as contamination (see point 14); or
- The container was classed as overfilled or overweight by the collection crew (see point 16); or,
- The bin lid did not close completely (see point 13); or,
- The contents, at the time of collection, were stuck inside the bin (see point 12).

9. Assisted collections

An Assisted Collection Service is available for residents who reside at standard low rise or single use properties and who are physically unable to manage their containers and there is nobody else living at the property to assist. The Recycling Operatives will collect the containers from an agreed point and, if it is not a single use container, empty the container and return back to the agreed point.

Containers must be easily accessible for the crews and visible from the collection road. Gates must be, left unlocked where necessary and the Recycling Operative should be able to manoeuvre the containers to and from the agreed collection point. The decision of where to store the containers should be based on the ease of usage and collection, not aesthetics. Access to and from the property should be clear, free from overhanging branches, objects on the pathway, steps and overgrown shrubs. Any potential dangerous animals must not be freely walking on the property on the collection day. All containers will need to be on an assisted collection and stored in the same location to avoid confusion.

Periodic checks will be carried out by the Council on the residents' need and suitability for the service. Residents should notify the Council of any changes to their circumstances at the earliest opportunity.

10. Blocked access

There are occasions when collections cannot be completed due to either the vehicle or the Recycling Operatives being unable to gain access. This may be due to one of the following;

- Road works;
- Parked vehicles;
- Building works;
- Overhanging branches; Road closures.

The above list is not exhaustive and only includes some of the common causes. Recycling Operatives will attempt to complete collections on the scheduled day and then twice more at differing times and days. If, on those three occasions, they are unable to complete the collection, householders of the affected properties will be written to by the Council within three working days. The letter will outline why collections could not be completed, the dates in which the collections were attempted as well as informing the residents that the Recycling Operatives will not return until the next scheduled collection day.

Should issues of blocked access occur more than three times in a twelve-month period then the Council will work with residents and the Contractor to identify a more suitable time of day and weekday for collections.

11. Container delivery

Only containers which the Council has stipulated that the property requires for waste and recycling will be provided to properties. Garden waste containers will only be provided to properties which are existing subscribers to the chargeable garden waste service.

The contractor will deliver requested containers within 10 working days from the receipt of the container request and payment (Garden waste only).

Rubbish collection sacks will be delivered at six-month intervals. Delivery will occur in the last two weeks of March and in the last two weeks of September. If householders do not receive their supply during this delivery timescale, they must report this to the Council within six weeks in order to receive their replacement supply. Any incomplete deliveries reported outside of this time will not be replaced.

Chargeable garden waste paper sacks will be delivered 10 working days after payment has been made. If the Recycling Operative is unable to deliver the sacks to the resident, they will either leave them in a safe place or retain them. A card will be posted notifying the resident of actions taken.

12. Excess waste

All refuse must be contained in the Council's supplied containers. No excess refuse or garden waste will be collected unless authorised by the Council and agreed with the Contractor. Bin lids must be closed and sacks tied securely.

Additional recycling can be contained separately in the 55 litre boxes, not overfilling the container. Additional recycling will only be collected when the recycling bin provided by the Council is presented and full.

Where side waste has been presented next to communal bins, it will be the responsibility of the managing agent or the resident to remove it. The Council's Contractor will not return to empty containers or remove side waste.

13. Contents stuck inside bins

On occasions waste can be compacted or during cold weather can freeze and become stuck inside containers. If the waste does not empty when tipped, the container will be left with the contents still inside. The Recycling Operatives are not permitted to manually remove waste from the container.

The resident should ensure that that content is loosened within the container when presenting it for collection on their next scheduled collection day. The Contractor will not return to empty containers that have not emptied due to the above. This includes Chargeable Garden Waste bins.

14. Flat bin lid

Bins should be presented with their lids fully closed (plastic to plastic), otherwise they will not be emptied. Bin lids not fully closed can cause spillages resulting in litter generation or injury and may obscure visibility when bins are loaded onto the tipping mechanism on the collection vehicles which is a serious risk to operatives.

The Contractor will not empty any wheeled bin which is overfilled and the bin lid left open. Crews will not return until the next scheduled collection day.

15. Contamination

When bins are collected for emptying, operatives will lift bin lids to check the material inside is suitable for recycling. Unwanted items in containers, such as refuse or other non-recyclable materials will be classed as contamination. A notice will be placed on the relevant container notifying residents and asking them to remove the unwanted material and dispose of it in a responsible manner. In addition, the Recycling Operatives will inform the Council of the contamination.

Once the unwanted material has been removed, the container will be emptied on the next scheduled collection date.

If a resident requests that their contaminated container is emptied by the contractor, there will normally be a charge for this service and it is dependent on the availability of resources. Charges will be set annually by Council.

We will not normally empty the container before the next scheduled collection date, without a charge to either the resident or the managing agents of the property.

Where a resident considers they are unable to remove the contaminated waste themselves and it is the first time they have presented a contaminated bin, they may request the bin is emptied free of charge. This service will be provided at the discretion of the Environmental Services Manager and would not be offered where it is felt the householder is able to remove the contamination themselves. Further advice will be provided to the householder on how to avoid future contamination. Where repeat contamination then occurs a charge will be imposed to deter contamination and prevent the Council incurring repeated costs for emptying contaminated bins.. Residents who receive an assisted collection and lack the physical ability to empty the bin themselves will automatically receive a free first collection of a contaminated bin Any subsequent collections of contaminated bins would be charged for, however the Waste team would work with the resident to ensure they understand and can positively participate in the recycling collection service.

If a resident has recently moved into a property, it is their responsibility to ensure the containers are free from contamination before any collections are made.

An up-to-date list of materials that can be placed in each container is on the Council's website.

16. Container ownership

All collection containers provided remain the property of the Council. As such, they should be left at the property when residents vacate the property.

Collection containers must only be used for the storage and collection of refuse and recycling. Each householder is responsible for keeping their containers clean.

The Council encourages residents to mark up their containers with their property name or number for identification purposes.

The Council reserves the right to insist that only communication stickers provided by the Councils will be allowed on containers, or stickers and other markings which residents use to personalise their bin. Other advertising/promotional stickers put on the bins without the permission of the council, may be removed.

17. Overweight containers

All Recycling Operatives are trained in manual handling. If they feel a container is unsafe to lift, their decision is final.

Where the Recycling Operatives cannot safely manoeuvre and position the container then it will be left unemptied and it will be reported to the Council.

The Contractor reserves the right not to empty any container which is overweight. Once sufficient weight has been removed the container should be presented on the next scheduled collection date. The Contractor will not return to empty the container before the next scheduled collection date.

Please note that the maximum permissible weight of the sack or box is 20kg. This is in order to reduce the risk of musculoskeletal disorders developing in Recycling Operatives.

18. Force majeure

During periods of force majeure or severe weather collections may be suspended.

Where the Contractor deems that it is safe to do so, we will continue to undertake the regular scheduled collections. However, the decision on whether it is safe is to be determined locally by the driver through a dynamic risk assessment. All Recycling Operatives are trained in making on-site risk assessments; they will always have the final say as to whether it is possible to access an area safely for collections.

Where possible, the Contractor will try to return and collect missed containers. If this is not possible due to conditions, we will make alternative arrangements which will be published on the Council website.

19. Bank holidays

No collections shall be made on public holidays or Bank Holidays except Good Fridays. For weeks containing public holidays and/or Bank Holidays the Council will propose day-late catch-up arrangements for all services. In this situation scheduled Friday collections will be collected on a Saturday, unless the Saturday is also a Public Holiday .

20. New developments

New developments must make adequate provision for the internal and external sorting, storage and collection of refuse and recycling arising from the site and for home composting and other sustainable waste management initiatives as appropriate. Proposals which do not make adequate provision for the management of waste in new developments will not be permitted. This includes communal and private storage space for recyclables and facilities for the disposal of household waste.

Section 106 contributions will be required from the developers in respect of all residential developments for the delivery and provision of containers. Containers will only be delivered once payment has been received in full. Charges will be set annually by Council.

21. Schedule I

Schedule 1 of The Controlled Waste (England and Wales) Regulations 2013 lists types of household waste and recycling collections the Council can make a charge for. This covers waste various non-domestic institutions, including schools, hospitals, local authorities and prisons.

Where these businesses or services request that the Council provide them with a waste collection service, charges incurred by the Council, for the collection and disposal of the waste, will be recharged to the customer.

22. Recycling banks

Where suitable sites are available and demand is established bring banks will be provided and maintained to support the kerbside collection service. Materials must only be placed inside bring banks and any waste left next to bring banks will be treated as fly tipped waste.

The Contractor shall cleanse (by sweeping, litter picking and all other methods necessary) all sites (including the immediate surrounding area up to 10 metres) of all overflowing recyclable materials, non-recyclable materials and detritus including fly-tipping. Sites will be cleaned within two working days of notification being received by the Contractor.

The Contractor will be responsible for ensuring that Recycling Bank Containers that are vandalised or suffer arson attacks are replaced within ten working days of notification and all related spillage and contamination is disposed of at an authorised licensed disposal site within two working days.

The service shall be provided throughout the year with the exception of Bank Holidays and Sundays. During the week prior to a Bank Holiday the Contractor shall collect recyclables from all of the Council's existing 'Recycling Bank Sites' at a frequency to ensure that there is always at least 25% spare capacity in each of the Containers.

23. Bulky waste standard and non-standard items

Up to date information on the costings and a list of items that will be taken can be found on the Council's website.

Customers should contact the Council to request the service and make payment and will then be advised when a collection will be made.

All suitable items must be presented all together 06:00 on the agreed day of collection. They should be as close as possible to the edge of the property's boundary and to the highway or access road, so that they are easily accessible by the Recycling Operatives and presented in a safe fashion which does not cause any obstruction or danger to the public.

Items will not be collected from inside houses or outbuildings, or from up or down steps.

This service is for household waste only and no DIY, commercial or industrial waste will be collected.

All items must match the description given at the time of booking a bulky household waste collection. Once booked, no amendments can be made to the booking and no refunds are given. If items are left out for collection and are taken by third parties before the collection date, no monies can be refunded.

24. Infectious healthcare waste

The Council provides a separate, weekly collection for infectious healthcare waste or sharps. This waste is subject to stricter controls than general rubbish and therefore must be collected and treated separately.

Sharps bins can be obtained on prescription (FPI0 prescription form) and clinical waste bags will be provided by the Council's Contractor.

Periodic checks will be carried out by the Council on the resident's need and suitability for the service. Residents should notify the Council of any changes to their circumstances at the earliest opportunity. The Council maintains the right to remove the service if they consider the resident is not eligible for the service.

25. Chargeable Garden Waste

a. Charge

An annual garden waste licence is available at a charge of £30 per licence per garden waste bin or for the equivalent sized garden waste paper sacks for properties that have been identified as unable to house a garden bin. This payment is for one licence for one bin. It is not an entitlement to a specific number of collections or a specific amount of waste to be collected, only for collections during the period 1 April – 31 March. Additional garden waste licences and garden waste bins/paper sacks may be requested with a £30 charge for each additional licence. The provision of multiple licences will be subject to operational garden waste collection capacity. The £30 charge for a licence is applicable at anytime 1st April – 31st March, irrespective of when a resident joins the service. If a resident who has purchased a licence, moves from that address, the licence is not transferable to a different West Oxfordshire property, nor is any proportion of the fee refundable. Payment must be made in full and in advance by debit or credit card payment either online or by telephone to the Council's Customer services team. Credit card surcharges may be applied by card providers. This surcharge will be incurred by the customer.

In a small number of cases where residents have been collecting leaf debris which falls within their domestic property from West Oxfordshire District Council owned trees, a free 'Service Licence' may be provided. This will only be provided if the Council assesses the quantity of leaf debris requires the provision of a free licence. A service licence is not available if the green waste is generated from trees or vegetation owned by anyone other than the Council.

b. Licences

Only garden waste bins supplied by the Council which have a current licence placed on the lid of the garden waste bin will be emptied. Where garden waste paper sacks are provided only the appropriate sacks that have been purchased for the current year by the Council will be removed.

The licence is valid for the address stated on the licence only. It is not transferable. Garden waste bins without a valid licence will not be emptied and collection crews will not return until the next scheduled collection day.

All properties will have a wheeled bin for garden waste unless the Council assesses the property and agrees that a wheeled bin cannot be used and stored at the property. The decision on whether a property has garden waste bins or paper sacks is based on the design and external space at the property and the operational ability to offer the alternative service.

A replacement licence will only be issued free of charge if damage or loss occurs during handling by the Council's waste and recycling contractor. When a householder damages or loses a licence a replacement will be delivered upon request and a charge of £10 will be made to cover administrative costs.

c. Collection commencement and frequency

Garden waste will be collected fortnightly. The service will be suspended for two weeks of the year during the Christmas/New Year holiday period which will be advertised on the Council's website. This provides greater resilience for refuse, food and recycling collections during a period when collection day changes occur due to bank holidays. In addition, garden waste collections may be suspended to assist with waste and recycling collection during periods of significant service difficulty such as severe weather conditions.

Once payment has been received from a new customer we will aim to deliver the garden waste bin or paper sacks within 10 working days. A receipt will be issued by email or where requested a receipt number can be provided verbally to those making a payment over the telephone. The licence sticker and will be sent to customers within 10 working days of payment.

If the subscription is not renewed, collections will cease and the containers may be removed without prior warning. If residents have a garden bin that they no longer require they can contact the Council who will be able to arrange the collection of the bin for you at a date to be agreed. The bin needs to be empty.