



West Oxfordshire District Council Waste & Recycling Policies

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1) Introduction

West Oxfordshire District Council is dedicated to preserving and enhancing the District as one of the most desirable places to live, work, and visit.

To achieve this, the Council is committed to increasing recycling rates, promoting the efficient use of finite resources, and reducing energy consumption and waste disposal.

We actively support the principles of the waste hierarchy, with a strong emphasis on waste prevention and reuse as key strategies for sustainable resource management.

2) Service

a. 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	Fortnightly	Fortnightly
Dry mixed recycling (Not including Glass)	Fortnightly	Weekly	Weekly
Glass	Fortnightly	Weekly	Weekly
Food waste	Weekly	Weekly	Weekly
Used cooking oil	Weekly	Weekly	Weekly
Household batteries	Fortnightly	Weekly	Weekly
Small Waste Electrical & Electronic Equipment	Fortnightly	Weekly	Weekly
Textiles	Fortnightly	Weekly	Weekly
Clinical waste	Weekly	Weekly	Weekly
Chargeable Bulky waste	To be agreed between Resident and Council via booking		

Find out your collection schedule here:

[Check your collection day - West Oxfordshire District Council](#)

b. Standard Container Sizes

All sizes are listed in Litres

	Standard low rise with storage	Communal	Standard low rise with no storage
Refuse	180L wheeled bin	Shared bins	Sacks
Chargeable garden waste	240L wheeled bin	240L wheeled bin	Sacks
Dry mixed recycling (Not including Glass)	240 L wheeled bin	Shared bins	In 44L boxes, maximum weight 20kg
Glass	In 44L boxes, maximum weight 20kg	240L bin	In 44L boxes, maximum weight 20kg
Food waste	23L Caddy	Sharded bin	23L Caddy
Used cooking oil	Maximum 1L in a labelled plastic bottle provided by resident		
Household batteries	Maximum 1 full A4 sized labelled envelope provided by resident		
Small Waste Electrical & Electronic Equipment	In the 44L boxes, maximum weight 20kg		
Textiles	In a plastic bag provided by the resident, maximum weight 20kg		
Clinical waste	Clinical waste bag supplied by WODC or approved contractor		

Standard Low-Rise Property Classification with Container Storage

A property will be classified as a standard low-rise with storage if it meets the following criteria:

- It has accessible outdoor space for storing containers.
- Containers can be reached from the kerbside without entering the dwelling.
- There are fewer than four steps leading to the property entrance.

Standard Low-Rise Property without storage.

Where listed as sacks, provision of allocation will be delivered annually.

c. Container Ownership

All containers provided remain the property of the Council and must stay at the property when residents vacate. Containers should only be used for the storage and collection of refuse and recycling, and each householder is responsible for keeping them clean. Residents are encouraged to clearly mark their containers with the property name or number for identification purposes. Only communication stickers supplied by the Council, or resident-applied markings approved for personalisation, are permitted. Any advertising or promotional stickers placed on containers without Council permission may be removed.

3) Presentation of Containers, Waste & Recycling

a. Presentation of Containers

Containers should be presented either:

- at the edge of a resident's property (kerbside),
- at the point where the premises meet the adopted highway for collection see 4.a) for more guidance.
- within the bin store provided for communal properties e.g. flats
- at the agreed collection point if registered for assisted collections

Containers Should be presented with their lids fully closed (plastic to plastic) and must not block pavements or vehicular access or affect motorists' visibility.

Containers or Council supplied sacks must be available at the collection point by 06:00 on the day of collection, properties supplied with sacks can present a maximum of 2 per collection.

Collections times can vary, any container which is not presented for collection at 06:00 may not be emptied.

i. Assisted Collections – additional presentation requirements

- Containers must be easily accessible from the collection road and clearly visible on entry to property.
- Gates must be left unlocked where necessary.
- The route to and from the collection point must be clear of obstacles such as overgrown shrubs, steps, overhanging branches, or objects on the path.
- Any potentially dangerous animals must be secured and not roaming freely on collection days.
- All Waste & Recycling containers must be stored together.

For more information on Assisted collections and how to apply see 6.a) Qualifying Services

ii. Communal Bins - additional presentation requirements

- Gates/Doors should be unlocked or access codes provided
- access is clear and free from obstacles

Crews will not return to any property until the next scheduled collection where containers were not presented as specified.

b. Contamination

During collection operatives will check the material inside is suitable for the service collecting.

Items such as refuse or other non-recyclable materials in recycling containers will be classed as contamination. Similarly, any organic/compostable waste or any other recyclable material in refuse containers will be classed as contamination. An up-to-date list of acceptable materials for each container is available on the Council's website.

If contamination is present in any container the container will not be emptied. The container will be recorded as contaminated and the council informed. Where possible a notice will be placed on the container advising of the presence of contaminants.

Crews will not return before the next scheduled collection if a container has been recorded as contaminated.

The resident will be responsible for removing the contaminants and disposing in the correct manner before scheduled collection date. If a resident has recently moved into a property, they are responsible for ensuring containers are free from contamination before collections begin.

Collection of a contaminated container may be arranged at a cost to either:

- The resident, or
- The property's managing agent.

Residents who receive assisted collections may be eligible for one free collection of a contaminated bin, any further collections will be charged.

c. Contents Stuck Inside Bins

Waste can become compacted or freeze during cold weather, causing it to stick inside containers. If the contents do not empty when tipped, the container will be left with the waste still inside. The container will be recorded and the council informed. Where possible a notice will be placed on the container advising of the reason.

Operatives are not permitted to manually remove waste from containers. Residents should ensure that contents are loosened before presenting the container for the next scheduled collection.

Crews will not return to empty containers that have failed to empty for these reasons. This policy also applies to chargeable garden waste bins.

d. Overfilled & Overweight Containers

The Contractor reserves the right not to empty any container that is overweight. All Operatives are trained in manual handling. If they consider a container unsafe to lift, their decision is final.

- The Maximum permissible weight for a sack or box is 20 kg.
- Where lids are included, these should be fully closed.

If Operatives are unable to safely manoeuvre or position a container, it will not be emptied. The container will be recorded as Overweight and the council informed. Where possible a notice will be placed on the container advising of the reason.

Crews will not return before the next scheduled collection if a container has been recorded as overweight.

The resident will be responsible for reducing the weight of the container before the next scheduled collection.

e. Excess Waste & Recycling

All refuse for collection must be placed in the containers or approved sacks provided by the Council. Unauthorised excess refuse or garden waste will be recorded as presented and will not be collected.

If your refuse container is full or if you have a temporary need to dispose of extra waste, you can take it to Dix Pit Household Waste and Recycling Centre.

If your recycling container is full, additional recycling may be presented alongside it in accordance with the guidance available on the Council's website [Recycling: blue lidded bin and black box - West Oxfordshire District Council](#)

Where excess waste is left next to communal bins, it will be the responsibility of the managing agent or the resident to remove it.

Crews will not return to collect any waste that has been transferred into the correct container after being recorded as excess waste during the most recent collection. Such waste will only be collected at the next scheduled collection.

f. Return of Containers Post Collection

Containers will be returned to their original presentation point after emptying. If this is not possible, e.g. if access is blocked, they will be placed in a safe location within a reasonable distance of the collection point.

Householders should remove containers from the collection point by 9:00 a.m. on the day following collection.

4) Missed Collections

a. Missed Collections

There are occasions when a container may not be collected or is missed in error. These must be reported to the Council within two working days of the scheduled collection. Crews will return to collect a missed collection within two working days being notified.

Missed collections reported outside the two-working-day window cannot be logged, and crews will not return until the next scheduled collection.

A missed collection will not be considered genuine where crews have attended but were unable to complete the collection due to:

- Incorrect presentation
- Contamination
- Overfilled or overweight containers
- Access not granted for communal bin stores or assisted collections (e.g., locked gates)
- Contents stuck inside the bin at the time of collection

Where entire roads are missed due to blocked access, vehicle breakdowns, or severe weather, affected areas will be listed on our website. Crews will automatically return as soon as possible, and these do not need to be reported.

b. Blocked Access

There are occasions when collections cannot be completed because the vehicle or operatives are unable to gain access. Operatives will attempt to complete the collection on the scheduled day and then make two further attempts at different times and on different days. If, after three attempts, access is still not possible, Operatives will not return until the next scheduled collection day.

The following list is not exhaustive and represents some of the most frequent causes:

- Roadworks or road closures
- Parked vehicles
- Building works
- Overhanging branches

If blocked access occurs more than three times within a twelve-month period, the Council will work with residents and the Contractor to identify a more suitable collection time and day.

c. Severe Weather & Force Majeure

During periods of force majeure or severe weather, collections may be delayed or suspended, in the summer collection times may be brought forward to enable crews to safely collect avoiding the hottest part of the day.

Where the Contractor considers it safe to do so, regular scheduled collections will continue. The decision on whether conditions are safe will be determined locally by the driver through a dynamic risk assessment.

All Operatives are trained to carry out on-site dynamic risk assessments and will have the final say on whether an area can be accessed safely for collections.

Where possible, the Contractor will return to collect any missed containers. If this is not feasible due to ongoing conditions, alternative arrangements will be made and published on the Council's website.

5) Roads, New Developments & Property Classification

a. Private & Unadopted Roads

Where a household is located on a private or unadopted road, the Council's collection vehicles will only collect from that road if all of the following conditions are met:

- The road is constructed to a standard that would meet adoption requirements set by the Highways Authority.
- Written consent (if required) has been obtained from the private landowner.
- The Council considers the road to be of a suitable design to allow a waste collection vehicle to manoeuvre and turn safely.
- No previous damage has been caused to the private road by a collection vehicle.
- The nature of the road does not result in an unreasonable length of time to complete collections compared to collections from adopted highways within the District.
- The road owner indemnifies the Council and/or its contractor against any claims for damage to the road.

If a property is located down a private driveway or access road, containers must be presented at the point where the private driveway or access road meets the adopted highway. This applies even if the householder does not own the land between their property and the adopted highway.

If private or unadopted roads fail to meet the above criteria, residents will be required to present their waste and recycling at the kerbside of the nearest adopted highway.

b. New Developments

New developments must make adequate provision for:

- Internal and external sorting, storage, and collection of refuse and recycling generated on-site.
- Home composting and other sustainable waste management initiatives, where appropriate.

Proposals that do not make adequate provision for waste management 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 developers for all residential developments to cover the delivery and provision of containers. Containers will only be delivered once full payment has been received.

Charges will be set annually by the Council.

c. Schedule 1 & 2 Properties

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

Where these businesses or services request a waste collection service from the Council, any charges incurred for the collection and disposal of waste will be recharged to the customer.

6) Container Provision & Delivery

a. Provision of replacement containers

If your container is missing, please check with your neighbours and around the local area first. If you cannot find it, you can request a replacement from the Council.

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 where possible, a replacement ordered automatically for delivery within 10 working days.

If your container is damaged through normal wear and tear, you can request a replacement.

Damaged containers must be presented for collection when the replacement is delivered. If the damaged container is not available, the new container will not be provided.

Please note: Dirty containers are not considered damaged and will not be replaced. Residents are responsible for keeping containers clean.

If you have recently moved into a property, it is your responsibility to check that containers have been left by the previous occupiers. If containers are missing, you can request replacements from the Council.

b. Provision of larger Bins

The Council can provide larger capacity bins to households that meet the eligibility criteria outlined in Section 6.a) Qualifying Services.

If your existing larger bin needs replacing due to damage or loss, you may be asked to reconfirm your eligibility.

For guidance on managing additional waste and recycling, please refer to Section 2.e) Excess Waste & Recycling.

The Council reserves the right to remove larger containers if a property is no longer deemed eligible. In such cases, the standard container provision will be supplied at the time of removal.

c. Container delivery

Only containers specified under Section 1.b Standard Container Sizes will be provided to properties.

If your existing containers vary from the standard provision, they will automatically be replaced with the standard provision.

Garden waste containers will only be supplied to properties actively subscribed to the garden waste collection service.

The contractor will deliver requested containers within the agreed timeframe upon receiving the request.

d. Annual Sack Delivery

Sacks will only be provided to properties registered as requiring an alternative to wheelie bins or containers.

An annual supply of Refuse sacks will be delivered by the contractor each November.

If a household does not receive its supply within this delivery window, it must be reported to the Council within six weeks to qualify for a replacement. Reports made after this period will not be eligible for replacement sacks.

Garden waste paper sacks will be delivered within 10 working days following subscription payment.

If the contractor is unable to deliver sacks directly to the resident, they will either leave them in a safe location or retain them. In either case, a notification card will be posted to inform the resident of the action taken.

7) Additional Services

a. Qualifying Services

i. Infectious and healthcare waste

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

Clinical waste bags will be provided by the Council's Contractor.

ii. Assisted Collections

Residents living in standard low-rise or single-occupancy properties who are physically unable to manage their waste containers—and have no one else at the property to assist—may apply for an Assisted Collection Service. [Get help with your collection - West Oxfordshire District Council.](#)

Once an application is submitted, the proposed collection point will be assessed by the contractor. If unable to approve the contractor will arrange a suitable alternative where possible and once approved, the Council will confirm the agreed location and the date the service will commence.

Under this service, Operatives will collect containers from the approved location, empty them (if not single-use), and return them to the same point.

All containers must be stored together.

The location for container storage should be chosen based on practicality and ease of access for both the resident and collection crews, rather than appearance.

iii. Additional capacity

Households can apply for a larger bin if they meet one or more of the following criteria:

- Six or more people permanently reside at the address.
- There are two or more children under the age of 48 months.
- The household produces non-infectious healthcare waste.

A larger bin is only provided to those with a genuine need. Before applying, households are expected to make every effort to recycle their waste.

If approved:

- The Council may carry out checks to confirm ongoing need and suitability for the service.
- You must inform the Council of any future changes in circumstances.
- The Council reserves the right to downsize or remove containers if the need no longer exists.
- Proof of eligibility may be requested at any time.

The Council will only supply a larger bin once it is satisfied that:

- The household has made every reasonable effort to divert refuse through recycling.
- The requirement for extra capacity is genuine.

Periodic checks will be carried out by the Council on the resident's need and suitability for any qualifying service. Residents should notify the Council of any changes to their circumstances at the earliest opportunity. The Council maintains the right to revert to standard service provisions if the property is deemed to be no longer eligible.

b. Chargeable Services

i. Garden Waste Collections

The Council offers a Garden Waste Collection Service through an annual subscription running from **1 April to 31 March**. Subscriptions are **non-refundable**, and only containers or sacks with a valid subscription will be collected. Please note that collections are suspended during the **Christmas and New Year period**. Full terms and conditions are available on our website:

[Garden waste collections - West Oxfordshire District Council](#)

ii. Bulky Waste Collections

The Council provides a service for the removal of large household items such as furniture and white goods (e.g., cookers, refrigerators, washing machines).

Items that can be collected via the kerbside recycling service are not eligible.

This service is for household waste only—DIY, commercial, or industrial waste will not be collected.

All items must:

- Match the description given at booking (no amendments or refunds once booked).
- Be presented together by 06:00 on the agreed collection day, as close as possible to the property boundary and highway (kerbside), in a safe manner that does not obstruct or endanger the public.
- Be emptied prior to collection.
- Not be placed inside gardens, outbuildings, or on steps.

We cannot assist with:

- Removing items from your house.
- Business related wastes.
- House clearances.

If items are removed by third parties before collection, no refund will be issued.

Full terms and conditions and a list of accepted items can be found on our website.

[Getting rid of large items - West Oxfordshire District Council](#)

8) Street cleansing and litter bins

a) Street Cleansing

West Oxfordshire District Council is responsible for cleaning roads, pavements and council-owned land regularly.

The District Council is not responsible for street cleaning on private or unadopted roads, Town or Parish Council land or road verges outside the 30mph zone.

West Oxfordshire District is split into cleansing zones which are scheduled for cleansing either weekly, monthly or twice annually, depending on the level of use and proportion of litter and detritus regularly present. Or on an ad hoc basis where assessments are carried out by our contractor throughout the year and areas are graded for levels of litter and detritus with appropriate remedial action being taken.

During peak times the Council will organise additional cleansing including mechanical street sweeping and/or litter picking to be undertaken, in these instances areas will be prioritised by greatest need.

b) Litter bins

West Oxfordshire District Council is responsible for the management of over 900 litter bins across the district. These bins are provided for the disposal of general litter only and must not be used for domestic household waste.

The location and type of bin are determined based on local need and usage.

Servicing frequency is allocated according to zone classification with Zone 1 requiring the highest frequency of servicing and Zone 5 the lowest as shown in the zone classification table below.

Zone 1	Town Centres with large numbers of commercial shops, licenced premises and food outlets Litter bins would be placed in prominent positions, with multiple bins only being located in very high footfall areas
Zone 2	Village Centres with smaller numbers of commercial shops, licence premises and food outlets Litter bins would be placed in prominent positions
Zone 3	Bus stops and roads having smaller grocery type shops Litter bins would be placed at key bus stops and in prominent positions
Zone 4	Outdoor recreational areas (solely those owned by the council) or where there is a clear need litter and/or dog waste bins would be located at entrance and exit points and within these areas at strategic locations based on the historic provisions and where the Council has a responsibility to provide
Zone 5	Housing estates & outlying town/village areas Single litter and/or dog waste bins in these areas would be strategically placed based on demonstrated need

Locations and usage are reviewed regularly, and adjustments are made where necessary.

Community Groups and Town/Parish Councils may submit requests for the installation of new bins or the relocation of existing ones. Upon receiving a request, an assessment will be carried out to determine the feasibility of the proposed installation or relocation.

Charges apply for servicing bins located on land owned or managed by Town/Parish Councils (e.g., play parks, playing fields), as well as for any additional bins requested by them. Installation and removal costs associated with these provisions will also be charged.

Where charges apply, these must be agreed upon by both the requesting party and the council before any installation, relocation, or servicing begins.

Damaged litter or dog bins will be repaired or replaced by the Council.

The Council reserves the right not to replace a bin where repeated instances of deliberate damage have occurred.

9) Enforcement

In January 2007 the Council's adopted powers under the Clean Neighbourhood and Environment Act CNEA 2005.

The Council stipulates that waste and recycling containers may be presented for collection from 6pm the night before the scheduled collection day to 9am the morning after the scheduled collection day.

All Waste and Recycling Containers must be taken back on to the property boundary of the applicable household by 9am on the morning following the scheduled collection day and warning letters may be issued to householders who persistently leave containers on the street later than 9am on the day following the scheduled collection day.

If there are three records of an incident of containers being left out, a Section 46 notice (legal notice instructing the householder how to store their waste containers) may be sent.

If this offence is repeated a Fixed Penalty Notice (FPN) may be issued with the level of fine being set out in Appendix 1 of the Council's Clean Neighbourhood and Environment Implementation Plan. These will be pursued by prosecutions through the Courts if necessary.

Waste audits may be conducted on households which repeatedly present side waste or fail to recycle.

10) Alternative formats

If required, the information contained in this document will be reproduced in alternative formats, such as audio, large print, Braille and different languages.