

From 14 January 2026

**Book your  
visit** to our  
Household  
Waste  
Recycling  
Centres.



## Household Waste Recycling Centre booking system communications toolkit - December 2025

We are introducing a new booking system at our Household Waste Recycling Centres (HWRCs) to make residents visits quicker and easier. From the 14 January 2026 everyone will need to book a time slot to visit one of our sites. People can book 30 minutes before their visit (subject to availability) or up to two weeks in advance. To help Oxfordshire recycle even more we are also asking people to sort their waste either before they arrive, which will speed up their visit or they can use the sorting area on site.

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# Why are we implementing the booking system

We are introducing a new booking system to reduce queuing, ease traffic on nearby roads, and make visits to the Household Waste Recycling Centre (HWRC) quicker and easier.

The booking system will also help manage demand across the HWRC network whilst Redbridge HWRC is temporarily closed later in 2026, to facilitate essential safety works.

## How it will work

From Wednesday 14 January 2026 residents will need to book every time they visit, they can book online or if they're unable to apply online, they can book by phone – 01865 519800. Bookings can be made up to two weeks in advance or up to 30 minutes before a visit (subject to availability).

They will need to select a site, the type of waste they are bringing and the date and time of their visit. When they visit they will be asked for their booking number and proof of address, such as a driving licence, utility bill or council tax to show they are an Oxfordshire resident and are eligible to use the HWRCs for free (excluding DIY Waste charges).

Our sites are still open to people who live outside of Oxfordshire; however, from the 14 January 2026 they will need to pay £15 per visit to use one of our seven Household Waste Recycling Centres. Payment will be taken on arrival and there will be additional charges for all DIY waste. We have a duty to provide HWRCs for Oxfordshire residents only, however we recognise that people living outside of the county may prefer to use Oxfordshire HWRCs. This reasonable charge will help us continue to enable wider access to our services whilst ensuring that additional service costs are met.

As part of our updated terms and conditions we are also asking people to sort all the recycling within their waste, ideally before they arrive at an HWRC which will help speed up their visit. If they are unable to sort their waste before they visit we will have sorting areas on site to help them out.

## Changes to van and trailer e-permit

We are making a few changes to the van and trailer permit scheme.

- The number of visits allowed per permit holder will be reduced from 12 to 10 per year.
- All trailers will need a permit and must be no longer than 2.4 metres to be allowed on site.
- Horseboxes and horsebox vans will no longer be allowed at HWRCs
- Vehicles or trailers with ramps and / or tipping mechanisms will not be allowed. This restriction does not apply to specially adapted vehicles to assist customers with disabilities, and current arrangements for those vehicle types are not changing.
- Vehicles registered to businesses, used for work, or displaying business branding/signage will not be allowed. If you do not have another vehicle in your household, you can apply to be considered for an exception. We may request further information and exemptions are granted at the sole discretion of the council.

If someone currently has a van or trailer permit and still need one, they will need to reapply. All existing permit holders will receive an email with clear instructions on how to reapply.

We have included the [top ten frequently asked questions in this toolkit](#).

## Concerns about fly tipping

Booking systems are quite commonplace in other local authorities and have been in place at some for quite a while. To date, there is no evidence that such changes are a barrier big enough to encourage residents to break the law and fly tip. More generally there

is no evidence that policies at HWRCs directly affect the amount of fly tipping locally. Whilst it may feel like there is a natural link, the vast majority of residents are law abiding and will dispose of their waste responsibly.

We have included the [most frequently asked questions in this toolkit](#).

# Booking system FAQs

We have included the top ten frequently asked questions about the booking system. For further questions, information and advice not covered in the FAQs please contact the Waste and Circular Economy Team at [waste.management@oxfordshire.gov.uk](mailto:waste.management@oxfordshire.gov.uk).

## Why are these changes being introduced at Oxfordshire's seven Household Waste Recycling Centres (HWRCs)?

A booking system was approved in November 2024 through Cabinet Member Delegated Decision (CMDD) because it will help deliver operational, environmental and financial benefits, including:

- Better management of the flow of customers, reducing queues and local traffic disruption.
- Allowing the site teams more time to proactively assist customers and maximise the amount of material sent for recycling, rather than disposal as residual waste which is far more costly.
- Enable direct, targeted communication to customers on matters relating to their scheduled visit.
- Help with the identification and prevention of trade abuse

The booking system will also help manage demand across the HWRC network whilst Redbridge HWRC is temporarily closed, in 2026, to facilitate essential safety works.

Around 50% of councils in England now operate some sort of booking system. This includes Gloucestershire, West Northamptonshire, East Sussex, West Sussex, Hampshire, Kent and West Berkshire. Feedback from these councils suggest they work well, and residents are satisfied with the ease of making a booking.

Following a public consultation over the summer (1 July to 11 August 2025), we received around 5900 responses regarding changes we were proposing to make to the Household Waste Recycling Centre's (HWRCs) Waste Acceptance Policy, this included the van and trailer permit scheme.

## When are these changes being introduced?

From 15 December, you can create a permit and make a booking on the system ready for the 14 January.

From the 14 January, every time you visit the household waste recycling centre, you will need to have made a booking, including bringing proof of address and ensuring your waste and recycling is pre-sorted.

## How do the booking slots work?

The booking system is very simple to use. It takes just a couple of minutes to make a booking.

You can make a booking as far as two weeks in advance, or up to half an hour beforehand (subject to availability).

Bookings allow for:

- 15 minutes for cars; and
- 30 minutes for commercial-type vehicles and trailers that require a permit.

## How can customers make a booking?

We encourage customers to make a booking online via our website [www.oxfordshire.gov.uk/waste](http://www.oxfordshire.gov.uk/waste). For customers who do not have access to the internet, they can call our customer service centre on 01865 519800.

## What information do I need to provide to make a booking?

You will be asked to provide your contact details e.g. name, email address, postal address, your vehicle details e.g. vehicle registration, type of vehicle etc, the type of waste you are depositing at the household waste recycling centres.

All personal information is kept confidential and will be used to administer and manage the online booking system to visit the HWRC.

## Will I be turned away without a booking, or if I haven't sorted my waste to maximise recycling?

We will be operating a grace period of eight weeks from the date of launch as we understand not everyone would have heard about the booking system. Customers arriving will be asked to ensure they have a booking for their next visit.

All customers will be asked to pre-sort their waste and recycling prior to arriving at your booked time slot. Customers attending with unsorted bagged waste will be asked to use the sorting station available at every HWRC. This is to maximise recycling and to reduce the higher costs associated with sending waste for incineration or landfill.

Analysis has shown up to 60% of material deposited in the non-recyclable containers is in fact recyclable. If customers help us by fully separating out their recycling this will be better for the environment, and it will help us to avoid larger service costs.

## Will there be restrictions to the number of visits I can book?

There are no restrictions on how many visits you can book to dispose of your household waste in a domestic car.

Please select if you are bringing DIY waste to the household waste recycling centre so you can access your free allowance, otherwise all this material will be subject to a charge.

Customers using commercial-type vehicles (such as a van or pickup truck) will need to apply for a van and trailer permit. This will allow for up to 10 visits to an HWRC over 12 months. The permit number would need to be inputted at the point of booking.

All trailers up to 2.4m will also require a permit. Trailers over 2.4m are no longer eligible for a permit, and certain vehicles over 5.8m, or those with tipping mechanisms and ramps are prohibited from visiting the HWRCs.

Please note visits are monitored to ensure correct use of the service as per the new [terms and conditions](#) which are available on the county council's website.

## Do you have enough time slots?

The booking system enables us to monitor site use and control the number of available timeslots. We have analysed how many slots are required per day at each site and we have allowed for enough slots to fulfil typical use whilst minimising queuing.

## What documents are accepted to provide my proof of address?

Every time when you visit the HWRC at your designated booking slot, the team will ask you for proof of address, such as a driving licence, council tax bill or a utility bill.

## Can someone who is a non-Oxfordshire resident book a visit?

Yes, but for bookings in a standard car only and a £15 access fee would be charged on arrival.

Non-Oxfordshire residents can also visit to bring DIY waste, but this will be charged for in full and there would be no access to any free allowance. They will not be able to make a booking to deposit asbestos at any HWRC (Ardley Fields, Dix Pit or Redbridge HWRCs).



# Fly tipping FAQs

The most frequently asked questions about fly tipping are:

## Will a booking system cause more fly tipping?

The Department for Environment, Food and Rural Affairs (Defra) concluded in their 2023 report that there is no evidence that the introduction of booking systems causes fly-tipping to increase. From speaking to other councils, they have not experienced an increase in fly tipping when they introduced their booking systems.

Fly-tipping is a criminal offence which can be punished by an unlimited fine and up to five years' imprisonment if convicted in court. The severity of these punishments is enough to deter most people from committing offences.

The booking system will help with waste enforcement by improving the information held about users of our household waste recycling centres. If someone is refused entry because of suspected trade waste, then this can help us trace the person if their waste is later found fly tipped.

We will continue to work closely with our enforcement teams in the Oxfordshire Resources and Waste Partnership to monitor fly tipping and continue to liaise with the Thames Valley Police Rural Crime Task Force and the Environment Agency.

It is illegal for businesses to dispose of their waste at a household waste recycling centre. They must use a licenced commercial waste transfer station to dispose of their waste to comply with the law.

You've made it harder for me to visit a household waste recycling centre, instead I'll hire a person with a van to take my waste away.

Remember it's **Your Waste, Your Responsibility**.

We all have a duty to ensure our waste is disposed of responsibly. This is called our householder duty of care. If we follow the S.C.R.A.P fly-tipping code, we can help reduce the amount of rogue traders who take waste away for a fee which is often too good to be true and prevent it from ending up being fly-tipped.

The booking system is very simple to use. It takes just under 5 minutes to read all the terms and conditions and to make the booking, and the booking alone takes just over a minute.

S.C.R.A.P stands for:

### **S - Suspect**

Don't let anyone take your rubbish until they give you proof that they are legitimate. Also, note their vehicle's registration plate.

### **C - Check**

You can check whether they are a registered waste carrier on the [Environment Agency's website](#).

### **R - Refuse**

If you suspect that someone who you have spoken to will be disposing of waste illegally, refuse to use their services, and instead report them to the [Environment Agency](#).

### **A - Ask**

Always ask for evidence of how your rubbish will be disposed of.

**P - Paperwork**

Ask for paperwork that includes a description of the waste being removed and the waste carrier's contact details. This paperwork could be a:

- proper invoice
- waste transfer note
- receipt

More information can be found on the: [fly tipping](#) page on our website.