



WASTE ACCEPTANCE PROCEDURE

Ashford Transfer Station

FOR MID KENT REFERENCE USE

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1.1	Amends – C. Stannard email	27/10/2021	KG

1.0 Purpose of Document

This document aims to outline the procedures which must be followed by Waste Collection Authorities whilst depositing waste at Kent County Council's contracted Transfer Stations.

This document will summarise how Kent County Council will accept waste appropriately transferred at the facilities contracted to receive Household Waste.

Kent County Council shall ensure that the Contracted Facility Operators of the Transfer Station Facilities conform to the conditions of both the Environmental Permit and Planning Permission, and only accepts those waste types that are featured in those documents.

Hazardous wastes will only be accepted at facilities which state they are permitted to do so and will be rejected immediately on inspection at all other sites.

For ease of reference:

Kent County Council will be hereon known as 'KCC'
Waste Collection Authorities will be hereon known as 'WCAs'
Transfer Stations will be hereon known as 'WTS'
Contracted Facility Operators will be hereon known as 'Providers'
Final Disposal Outlets will be hereon known as 'FDOs'

Note: Every effort has been made to ensure that the contents of this document are correct at the time of publication; however where operations, contracts, or acceptance criteria change, this document will be updated and redistributed where appropriate. Any ambiguities should be raised with KCC Waste Management in the first instance for clarification.

2.0 Procedure Overview

The Procedures have been split into General Site Operations which includes pre-acceptance procedures, as well as Acceptance Criteria of the specific waste stream for ease of reference; although both parts should be read in their entirety to fully understand the conditions of acceptance.

KCC contracts with Providers to supply WTS services to take receipt of Household waste material from Household Waste Recycling Centres and from residents via WCAs. The Contracts take into account delivery of quality material to meet the acceptance criteria of FDOs.

Legislation and Government initiatives drive the need for better recycling and higher standards of quality materials being delivered to the FDOs. KCC is the conduit between the WCAs and the FDOs and strives for contamination-free deliveries and no rejections.

The WTS are not treatment, sorting or processing facilities. The Transfer Station staff can only view the loads being delivered by WCAs, pick out any large contaminants and make an immediate judgement as to whether the load would be accepted at the FDO, or not.

The Provider endeavours to move all delivery vehicles through the facility as quickly as possible whilst carrying out an inspection process, and it is entirely reasonable that some loads will take longer to examine, particularly if they are on the cusp of acceptability, or are in the process of being rejected and photos/evidence need to be taken.

Note: No guarantee can be made as to a fixed turnaround time for WCA vehicles due to the day-to-day variables of the operation.

2.1 General Site Operations

Ashford WTS Opening Hours		
Mon – Friday	0700 - 17:00 contracted	(FCC Permitted 0500-1800)
Saturday	0700 - 13:00 contracted	(FCC Permitted 0600-1800)
Sunday	closed	(FCC Permitted 0700-17:30*)
	*In exceptional circumstances for specific/limited vehicles	
Please note: last presentation should be half an hour before closing time		
Requesting Additional Hours – Contact KCC for availability		

Ashford WTS is part of the KCC's network of Transfer Stations across the County. KCC contracts with FCC Environment Ltd to manage and haul household waste. The WTS at Ashford is a fundamental part of the waste network as it currently provides Transfer Services for two Districts.

Ashford WTS is a busy facility which on average receives in the region of 81 vehicles a day. KCC disposes of in the region of 730,000 tonnes per annum of household waste, with Ashford WTS transferring circa 105,000 tonnes per annum.

Health and Safety: *All drivers and/or crew must follow site rules, wear appropriate PPE, and be inducted before entering the site.*

It should be noted that FCC operates a stringent Health and Safety tipping protocol to safeguard all personnel on site, with a 5m safety zone around vehicles within the tipping hall.

When the vehicle arrives at the weighbridge to book in, the driver will be handed a Proximity Tag for the vehicle (this is the tag that ensures the 5m safety zone within the building), this tag must be handed back to the weighbridge operator when the vehicle goes back onto the weighbridge to leave the site.

Thermal Incidents onboard RCVs: *in the event of a WCA becoming aware of a thermal incident onboard an RCV destined for Ashford WTS, Kent Fire and Rescue services must be contacted in the first instance, where instruction will be given. The vehicle will be escorted/directed to the WTS and parked in the designated area.*

*KCC must be notified that the vehicle is being escorted to the facility **prior** to arrival to ensure staff are prepared to receive the hot load. The WCA crew must take direction from the Facility Management during and after the load has been extinguished.*

Staggering Arrival Times; *To ensure an efficient visit, the WCA should ensure that tipping vehicles do not attend the site in 'clusters' and should have staggered arrival times. The waiting time will increase exponentially if vehicles arrive and queue together.*

2.2 Pre-Acceptance Procedure for Waste Collection

The WCAs must provide an annual Waste Transfer Note for each waste stream delivered to the WTS. These documents will cover the period 1st April to 31st March of each year.

The WCA must give advance notice to KCC of the registration of any new or hired vehicle who will be accessing the WTS in order for the weighbridge system to be updated in advance of the vehicle arriving at the site.

The Weighbridge operator may refuse entry for any vehicle not registered on the weighbridge system.

In order to provide an efficient means of identifying what material each vehicle is delivering to the transfer station, a card should be placed in the window of the vehicle cab denoting the following:

- DOM for Domestic waste.
- DMR or DRY for Recyclate waste.
- GW for Garden waste.

This will provide both the weighbridge operator and the Banksman at the reception door advance warning of the material to be deposited and appropriate direction and action can be prepared for.

2.3 Acceptance of Waste at the Facility

All incoming vehicles will enter the site via the existing waste facility entrance in Brunswick Road and approach the weighbridge.

Once on the weighbridge, the following information is required and recorded:

- Customer name for whom the load is being delivered on behalf of;
- Description of the load;
- Haulier's name; and
- Vehicle registration number.

This information is used to produce a weighbridge ticket, a copy of which is given to the driver of the vehicle.

Once the documentation has been produced, the vehicle will continue to the tipping shed where the waste will be tipped out of the vehicle and onto the floor within a designated bay.

At this point a visual inspection of the waste is carried out to ensure that the waste meets the description given at the weighbridge and to make sure that the site does not exceed permit conditions by accepting any wastes not stated in the permit.

Furthermore, at this moment, a judgement is also made as to the conformity to the waste acceptance criteria of the FDO – see ***Contaminated Load Management and Process***

The vehicle then returns to the site weighbridge where the weighbridge ticket (and waste transfer note if required), are completed and the vehicle is able to leave site.

Double tipping/Dual Waste streams

Where an RCV is carrying two or more waste streams to weigh each material, there may be cause for the vehicle to return to the weighbridge and re-weigh the second load.

It should be noted that the layout of the access to the tipping hall denotes that the RCV will have to re-join the queue to access the 'in' door.

Where possible, the vehicle will be given priority in the queue, although it cannot be guaranteed.

Where an agreement between the WCA and KCC has been made where an average load is taken as the weight, the subsequent load can be tipped immediately as instructed, in the case of Ashford WTS, a current agreement is in place.

Contaminated Load Management and Process

The WCA's should always strive for no contamination within their loads. However, where a vehicle presents to the weighbridge and states which waste stream they have on board, then subsequently upon tipping that load, it is either wholly different to what has been stated or contains materials that are not deemed acceptable or as stated, the load will be deemed 'contaminated'.

The Transfer Station staff will make a judgement at the time of tipping as to the level of contamination and whether part of the load can be preserved for onward haulage to the FDO, or a whole load rejection is required.

The Transfer Station staff will endeavour to remove any large contaminants that are easily removable.

The Transfer Station staff will make a judgement on the likelihood that the load will be accepted at the Final Disposal Outlet – it should be understood that this is not an exact science and is subjective based on each different waste stream, how long the material has been on the vehicle, the staff member's experience of viewing loads, their level of training and the time given to analyse the load whilst keeping the operation moving.

Contaminated Load Process

Once the vehicle's load has been deemed 'contaminated' the following process applies:

The Transfer Station staff will attempt to remove the contaminated material and place it in an appropriate bay. However, if this is not possible, the whole load will be transferred to an appropriate bay and photos will be taken to forward to KCC, to pass on to the WCA for action with their contracted collector.

The load will be noted as a 'Full Rejection' and the data at the weighbridge will be altered accordingly; the load will be reassigned to an appropriate disposal method and moved to the residual bay to be sent to Allington.

If a small volume of contamination is removed, and the load is able to be accepted then there will be no change to the weighbridge ticket and the load will be processed for onward haul to the FDO as usual.

Full Rejection

Where a full load rejection takes place, the load is moved to one side, photographed and a record is made of the contaminated content (this action is based upon both having sufficient time so as to not affect operational turnarounds, and available capacity within the Transfer Station - the load may be reassigned immediately if both elements are under pressure).

KCC is notified and makes contact with the WCA, sending copies of the photographs, and asking if a representative would like to view the load at the WTS.

The Load is held for a short time for the inspection to take place, where KCC, the WCA and the Provider agrees if the Rejection is justified. KCC ultimately makes the decision as to whether the classification of the load is upheld, based on the likelihood of acceptance at the FDO.

This inspection must take place as soon as possible to avoid any disruption to operations of the WTS. Should a WCA representative not be available, or a response is not received within 1 hour of the notification, KCC will make a judgement based on the photographs supplied.

If a whole load is rejected, it will be placed in an appropriate bay and the weighbridge will reclassify the load and its tonnage, and it will be disposed of accordingly.

2.4 Specification of Materials

The following specifications must be adhered to in order that the material will be accepted at KCC's Final Disposal Outlet. As mentioned previously, it must be a priority that all material collected and deposited at the WTS are contamination free.

Acceptance Criteria

Loads will be inspected to check material conforms to the FDO contract description and EWC coding so that every element of waste legislation is adhered to.

Controlled Waste collected by the Waste Collection Authority is pursuant to their functions and responsibilities as such under Parts II and IV of the Environment Protection Act 1990.

Controlled Waste is defined as "Household Waste" containing a proportion of "Commercial Waste". The proportion of which must not exceed 10% of the total tonnage delivered per annum.

The respective definitions of Household Waste and Commercial Waste are as defined in Section 75 of the Environmental Protection Act 1990, and Statutory Instrument 1992 No. 588 "The Controlled Waste Regulations 1992"

Household Waste includes, litter, fly-tipping, and refuse collected by a Waste Collection Authority in their capacity as Principal Litter Authority under Part IV of the Environment Protection Act 1990.

Hazardous material must be accompanied by the correctly completed Consignment Note documentation to meet relevant legislation.

Kerbside Domestic – (Residual/Black bag waste)

Accepted Waste

All Household Waste which can fit into a 240l wheelie bin, with the exception of those stated in 'Excluded Waste'.

Excluded Waste

- Bulky items (any item too big for 240 a wheelie bin)
- Heavy Metal/Stone Items/Glass (These items in any form are not accepted)
- Clinical Waste
- Special Waste (as defined under the Special Waste Regulations 1996)
- Hazardous Waste (including metals containing nickel, copper, and lead)
- Very dusty Waste
- Malodorous Waste
- Liquid Waste
- Drummed Waste
- Batteries
- Tyres
- Plasterboard
- Fire Extinguishers
- Gas Bottles
- Concentrations of PVC
- Waste Electrical or Electronic Equipment
- Animal Carcasses
- Industrial sludges
- Dry recyclate in the form of plastics, packaging materials or paper
- Wood or wood derived products, excluding card or paper
- Plastic netting or packaging strapping
- Car parts including, but not limited to bodywork panelling, bumpers, clutch, engine, and drivetrain.
- Rope
- Plasterboard – over 1 metre squared

Please note: the above list is not exhaustive, and there may be a need to reject part or whole loads if, whilst during inspection, such a load is identified which can cause material or environmental damage to the Allington plant.

Dry Recyclate Material (DMR) – Co-mingled

Co-mingled dry recyclate material is prone to have a higher level of contamination due to the multiple number of collected materials. KCC is however under intense pressure to deliver an acceptable level of clean recyclate material and ask the WCAs to strive to educate householders to comply with the list of acceptable materials below.

Acceptance Criteria

'**Target Materials**' are the preferred waste items that the Provider has designated as 'Acceptable'; '**Non-Target Materials**' are within scope but are not preferred as they are objectionable, although will be accepted in small quantities. '**Prohibited Materials**' will not be accepted

'**Target**' materials which can be expected to be processed in accordance with the Final Disposal Outlet's requirements are as follows:

Paper/ Card

- Newspapers
- Magazines
- Pamphlets
- Sheet Paper
- Telephone Directories/ Yellow Pages
- Junk mail
- Non-waxed Cardboard
- Catalogues
- Boxes
- Envelopes
- Food Packaging sleeves
- Shredded Paper
- Kitchen/ toilet roll tubes
- Greetings cards
- Books

Plastic

- Plastic recyclable bags (if part of collection method)
- Yoghurt pots/ plastic tubs/ice cream tubs
- Margarine containers
- Fruit and vegetable punnets
- Plastic meat trays/ ready meal trays

Plastic Bottles

- Milk
- Soft drinks – coloured and clear
- Mineral water bottles with blue tint
- Juice drinks
- Hair care/ Bath and shower products
- Laundry products – coloured and clear detergent and fabric conditioners
- Cooking oil
- Bleach and Household cleaning products
- Automotive products
- Alcoholic beverage bottles

Metal

- Drink cans
- Food cans
- Kitchen foil
- Ready meal/ Take away containers
- Coffee/ tea tins
- Foil pet food containers
- Aluminium party platters
- Biscuit/ sweet tins
- Aerosol cans (empty) – *excl. paint cans and sprays/fertiliser or weed killer sprays*
- Metal jar lids

Glass – all colours

- Wine bottles
- Beer bottles
- Jam/condiment jars
- Coffee jars
- Sauce jars

The list below details the scope of **non-target** materials which can be processed in small quantities, in accordance with the Final Disposal Outlet's requirements but are classified as **objectionable** and are not desirable.

- Wax lined cartons, Tetrapak
- Foil Line, i.e. Juice cartons
- Hard Plastics
- Clear and Coloured Plastic Bags
- Clear Plastic Film or cling film
- Plastic laminates/Waxed Paper
- Scrap Metal

Prohibited

The load will be rejected if the following items cannot be easily removed from the load at the WTS.

- Food Waste
- Textiles
- Wet Paper
- Sanitary waste - nappies
- Green Garden Waste
- Waxed Coffee Cups (Costa/McDonalds etc.)
- Insulation and ceiling tiles, polystyrene packaging
- Wood
- Rubber
- Tyres
- Building materials and plastic strapping
- Black plastic sacks and their contents
- Ceramics or Pyrex
- All Hazardous waste, i.e. Clinical, WEEE, Chemicals, Pesticides etc.

Garden Waste

The Environment Agency are working towards a requirement at Final Disposal Outlets, both at Open Windrow and IVC Composting facilities, where the acceptance of green waste with contamination levels at less than 0.5% will be the standard. There is no requirement of this at present, but it may be introduced during the next 3 to 5 years and should be noted by any WCA collecting Green Waste.

Acceptance Criteria

The composting sites stipulate a set of acceptable green waste materials. Loads will be inspected to check material conforms to the contract description and EWC coding so that every element of waste legislation is adhered to.

Accepted Waste:

- Grass cuttings
- Leaves
- Hedge trimmings
- Shrubs
- Plants
- Flowers
- Brush wood (max 200mm diameter)
- House plants
- Christmas trees

Excluded Waste:

- Food
- Packaging waste
- Glass
- Cans
- Paper and cardboard
- Hardcore and DIY waste incl. Boulders, Bricks, Concrete, Tiles & Ceramics, Soil etc.
- Carpet
- Wire strapping
- Metals (incl. cans)
- Textiles
- Treated timber & logs over 200mm in diameter
- Plastics, incl. plant pots.
- Liquids
- Hazardous waste
- Animal waste or By-Product (Category 1 ,2 or 3)

The following **prohibitive** items contain toxins that cannot be accepted:

- Yew
- Rhododendron
- Ragwort

Food waste

Acceptance Criteria

This material stream has very low tolerances of contamination and the WCAs must note that should objectionable material be delivered as part of the load; rejections are likely to occur.

Accepted Waste

All discarded household food waste will be accepted, to include:

- cooked and uncooked collected food waste; including
 - dairy,
 - fish, fruit, and vegetables,
 - meat and bones,
 - bread and pastries,
 - tea and coffee grounds,
 - pasta and rice etc.;

The FDO is able to accept both biodegradable and non-biodegradable liners, however plastic bags should not be recommended to residents for use as food liners.

Excluded Waste

- Black Bag waste
- Paper/Cardboard
- Plastic
- Textiles
- Metal
- Glass
- Nappies
- Woody, Garden or Green Waste
- Hazardous
- Construction and DIY waste
- Food caddies
- Other foreign objects which are not Food items

Highways Mechanical Arisings/Sweepings

Acceptance criteria

Contamination is usually minimal with this material; however we ask that WCAs note that the FDO will reject any arisings that contain the following materials:

Excluded Waste

- WEEE
- Small gas bottles and batteries,
- Street litter swept on pedestrian walkways.
- Plastic and Polystyrene fast-food containers, etc.
- High levels of hydrocarbon impregnated sweepings that contain diesel or petrol,
- Large quantities of vegetation, branches, or grass cuttings from verges etc.

Bulky Waste

Acceptance Criteria

Items that do not fit into a 240l wheelie bin, hard plastics, furniture, carpets, mattresses, beach cleansing etc.

Animal and marine carcasses are within scope, but are unable to be accepted at the WTS; however, direct deliver to an FDO can be requested via prior contact with KCC.

Contamination refers to any material type that does not fall within the Bulky Waste category and is likely to result in a Rejected Load. Although not exhaustive, this list includes:

Excluded Waste

- any hazardous or clinical waste,
- WEEE, except for WEEE items collected at kerbside
- varnishes, paint, or adhesives,
- malodorous sludge,
- asbestos, and
- general black bag waste.

There is an element of **undesirable waste** (which we would not expect to see in the loads as there are other recycling routes for this material) such as:

- mixed recycling,
- textiles,
- metal,
- card and paper,
- green,
- cans and/or plastics

Fly-tipping Waste

'General' fly-tips can be taken into the site without prior notification. However, where specialist disposal is required or there is a substantial quantity of a certain type of fly-tipped material, i.e. tyres or fridges (due consideration must be given to the capacity within the WTS), prior approval must be sought from KCC before delivery.

Where WCA's are required to collect fly-tipping waste, and where there is a likelihood that hazardous materials could be part of the load, photographs and details of those loads should be sent to KCC as part of the request for disposal.

KCC will determine from this information, the best disposal route for the waste, and may request segregation of any hazardous material from non-hazardous material prior for delivery.

Fly-tipped WEEE

When there is a request for fly-tipped large or medium WEEE to be accepted, the WCA should seek confirmation from site staff as to the location within the site, for deposit and storage of these units.

Acceptable Waste

- Washing machines
- Dishwashers
- Ovens/cookers
- Microwaves
- Air conditioning units/coolers
- Fridge/freezers
- TV's/Monitors

Excluded Waste

- Doors and panels which do not belong to the main unit
- Units which are still full of various household items/food/trays/detritus

Litter

WCA usually deliver litter (bagged) into the WTS, via a caged vehicle. The litter tipped into the residual bay to be incinerated at Allington.

Dog waste is now collected together with the bagged litter and should not exceed 30/70 mix in favour of litter to ensure conformity with the offensive waste directive.

Clinical Waste

Acceptance Criteria

WCA's are required to carry out pre-acceptance checks, to ensure only domestic clinical waste is being collected (KCC may regularly request evidence of these pre-acceptance checks).

Clinical Waste must only originate from domestic households and be categorised and contained as follows:

Acceptable Waste

• Yellow bags	• Infectious	• contaminated with chemicals or medicines;
• Orange bags	• Infectious	• soiled dressings or swabs with visible signs of blood that may be infected;
• Tiger bags	• Offensive waste	• dressings, swabs, incontinence pads, or disposable clothing
• Sharps boxes	• Infectious • Offensive waste	• Purple lidded – Used needles containing Cytotoxic & Cytostatic medicines • Yellow lidded – Other used needles and syringes

Loads inspected on arrival at the weighbridge must conform with the correct legislation regarding the segregation during transit of hazardous waste. If the correct segregation is not evident, or contaminated waste streams are identified, a load can be rejected at this point.

Once the weighbridge ticket is handed to the driver, a key to the secured container will be issued and the driver will be directed to the secured containers.

The driver will be responsible for unloading the vehicle's contents into the correct internal bins, locking the container, and returning the key to the weighbridge.

It is vital, that Clinical waste is not mixed and deposited correctly. The FDO collector may refuse to pick up any waste which is not correctly assigned, with an abortive charge imposed.

Unacceptable Waste

Clinical Waste collected at commercial properties is not accepted, including waste derived from tattooists, dentists, spas, private residential homes etc.

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