



Doncaster
Council

Preventing commercial waste abuse at Household Waste Recycling Centres (HWRCs).

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Preventing commercial waste abuse at HWRCs.

Background information.

The Barnsley, Doncaster and Rotherham (BDR) Waste Partnership was set up by the three councils more than 20 years ago to jointly manage waste generated in the three boroughs.

In October 2018 BDR awarded a new contract to FCC Environment, who were the incumbents at the time of the tender process, to operate all 14 HWRCs

- 4 in Barnsley
- 6 in Doncaster
- 4 in Rotherham

which in total serve 364,500 residential properties.



What do we have in place?

A brief guide to the Access permit Schemes.



None of the 14 HWRCs accept commercial waste and this is clearly stated on the main information boards sited at the entrance to each site.



BDR operate Access Permit schemes which differentiate between domestic vehicles and commercial-type vehicles.

Category 1: Vehicles allowed on site without a permit



Cars & Estate Cars



Fully fitted camper vans
(3500kg max. gross weight)



7-seater people carriers



4x4's (non-pickup)

Sign written cars may use any site providing they are clearly not carrying waste from their business.

Category 2: Vehicles allowed on site with a permit



4x4pick ups inc. those with a roller or lift up cover



Category 1 vehicles need a permit for a trailer
max. bed length of 6ft/1.83m



Small Vans



Van-derived cars (can have a trailer but cannot
carry waste in the vehicle at the same time)

Sign written vans may have a permit providing they are clearly not carrying waste from their business.

Category 3: Vehicles not allowed on site (unless a discretionary "one-off tip" has been authorised)

Flatbed vehicles

Box Vans

Large Trailers

Hire Vans



High vehicles to Armthorpe only with a permit

Mini Bus (16 people +driver max.)

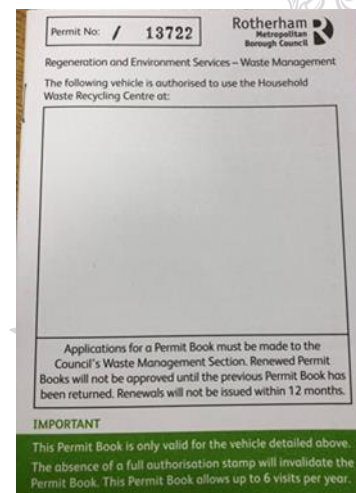
Vans over 6ft/1.83m



The permits.

- In Doncaster the permit is a disk which is valid for 2 years and provides unlimited access to a nominated HWRC.
- In Rotherham it is a booklet which contains 6 tickets for use in 1 year for a nominated HWRC.
- In Barnsley it is a booklet which contains 12 tickets for use in 1 year for a nominated HWRC.

Each Authority only allow commercial-type vehicles over 6ft/1.80m access to one site, usually the largest within each borough.



The application process.

- **How can residents apply for a permit?**

- In Doncaster applications can be made on-line or in person at the Civic Building permits or at the three Council run libraries. Permits are issued by Customer Service Centre or Library staff once the required documentation has been supplied.
- In Rotherham initial enquiries are made by telephone to Waste Management and an application form sent out for the resident to sign and return with the required documentation. Permits are issued by Waste Management Backroom Staff
- In Barnsley applications are made on-line. Permits are issued by Waste Management Backroom Staff. Barnsley also have a dedicated permits email address.

BDR only allow one permit for one vehicle only per household.

The application process.

What the applicant needs to provide when applying for a permit –

Vehicle owned by the applicant (commercial-type vehicle or car & trailer) :

- Photocopy of the vehicle registration document **and**
- Photocopy of a recent utility/council tax bill for the resident

NEW - Sign Written Vehicle owned by a Resident:

- **photocopy** of vehicle registration document **and**
- **photocopy** of your council tax bill or a recent utility bill **and**
- if the vehicle is sign-written, details of what is written is needed eg: J.Bloggs, Builder
- Photocopy of the company's Duty of Care to show where/how they dispose of waste generated by the company **and**

The application process.

What the applicant needs to provide when applying for a permit –

NEW - Non-Sign Written or Sign Written Vehicle owned by an Employer:

- Written confirmation from the employer that resident has permission to use vehicle for personal use **and**
- A declaration by the Employer that no waste generated by the business will be disposed of at the HWRC **and**
- Make, model & VRM of vehicle **and**
- if the vehicle is sign-written, details of what is written is needed eg: J.Bloggs, Builder
- Photocopy of the company's Duty of Care to show where/how they dispose of waste generated by the company **and**
- Photocopy of a recent utility/council tax bill for the resident.

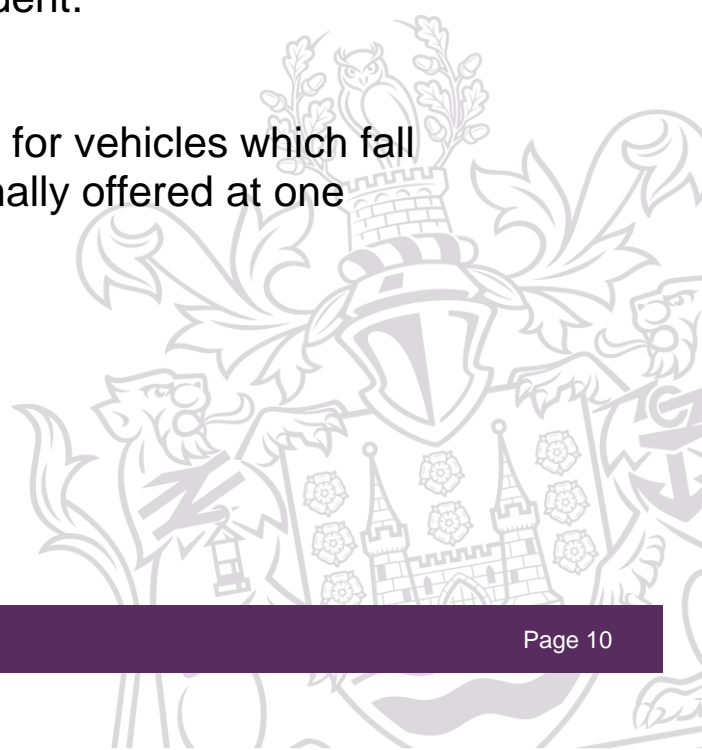
The application process.

What the applicant needs to provide when applying for a permit –

Long-term personal lease hire or Mobility lease hire vehicle:

- Either a photocopy of the lease hire agreement **or**
- A photocopy of the insurance document showing the VRM and details of the insured person **or**
- A photocopy of the monthly lease hire bill for the vehicle **and**
- A photocopy of a recent utility/council tax bill for the resident.

BDR all offer a pre-booked discretionary one-off tip service for vehicles which fall outside their permit systems eg: hire vans. These are normally offered at one particular site and are allowed once in any 6month period.



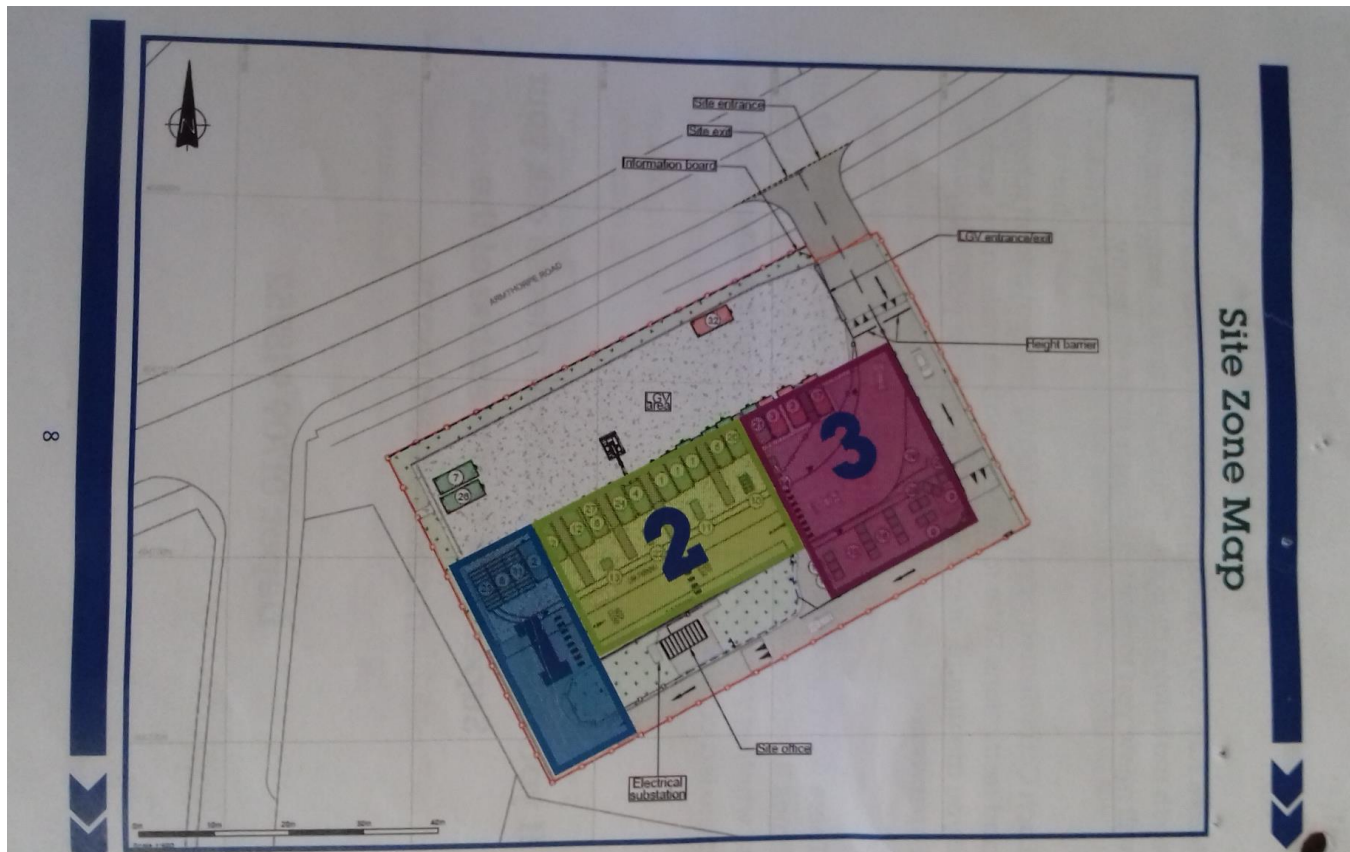
The role of HWRC site staff.

What BDR expect from FCC Environment staff.



The role of HWRC site staff.

In order to improve on-site operations, FCC Environment have introduced a zoning system onto every site. This has been done to ensure better coverage of each site by staff and to improve Customer Service.



The role of HWRC site staff.

Where possible the HWRCs across the three Authorities have height barrier set at 6ft/1.80m to prevent access to all vehicles over this height. This is the first point of contact for many customers.



The role of HWRC site staff.

- To check that the resident has an Access Permit, if required.
- On Barnsley and Rotherham sites this includes listing the waste to be disposed of onto a blank ticket and removing the completed ticket from the book.
- On Doncaster sites it includes checking the permit is in date, matches the VRM of the vehicle being used and is for that site.
- To be aware that commercial waste does not just come to the HWRCs in commercial-type vehicles.
- To engage site users in conversation if they have any doubts about the nature of the waste being disposed of.
- To politely refuse any waste they deem to be commercial in nature whilst explaining the reasons why and suggesting alternative means of disposal.
- If the customer is adamant the waste is from a domestic property, site staff can ask them to complete a Household Waste Disclaimer if they have proof of residency with them (eg: driving licence)
- Reporting any commercial type waste they later find to the relevant Council.
- To explain how and where permits can be obtained.

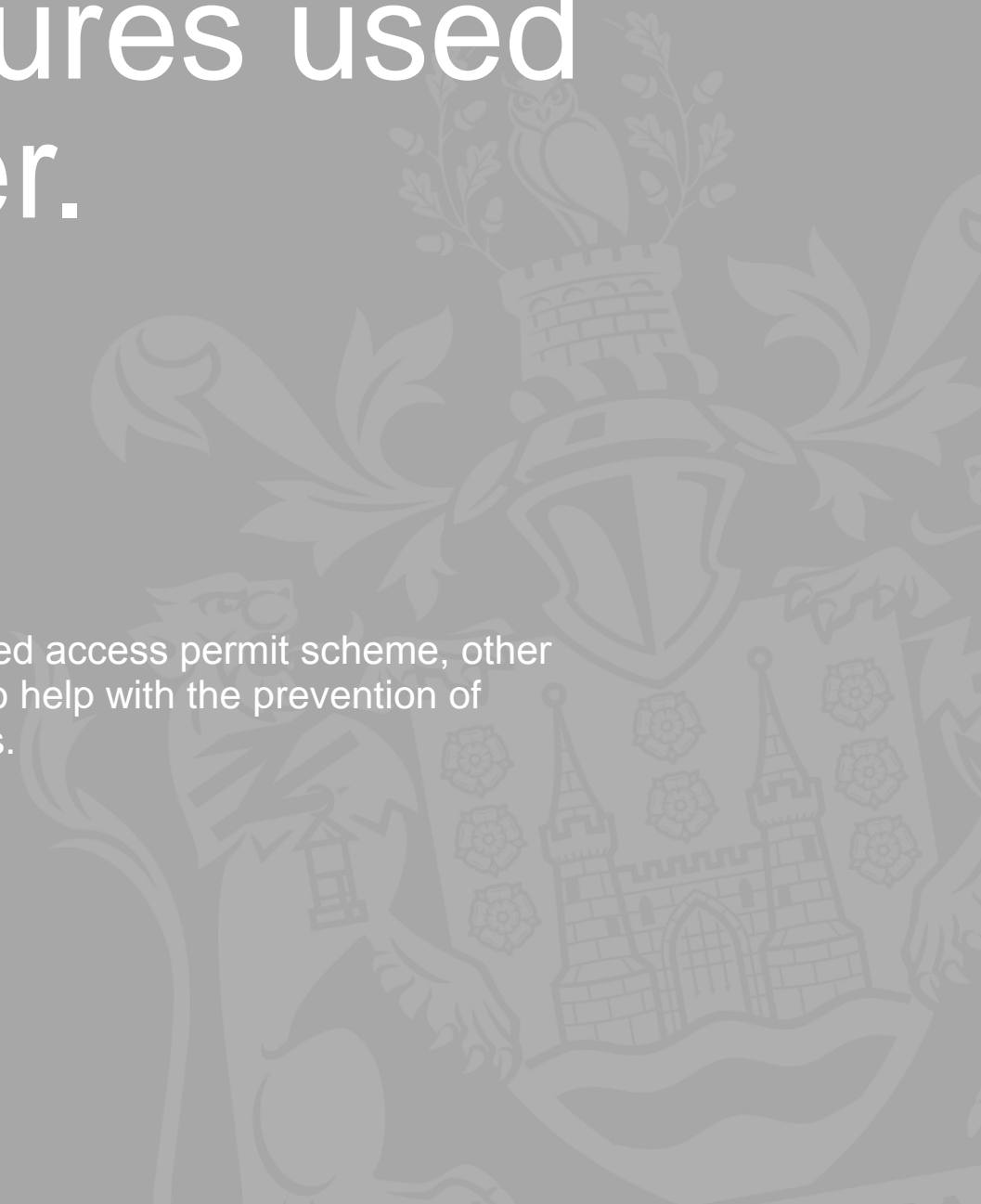
The role of HWRC site staff.

Most of the commercial waste being “discovered” across the sites now is cardboard and paper – details from which are always passed onto Enforcement to investigate further.



Extra measures used in Doncaster.

Due to the nature of Doncaster's unlimited access permit scheme, other ways of working have been developed to help with the prevention of commercial waste abuse on DMBC sites.



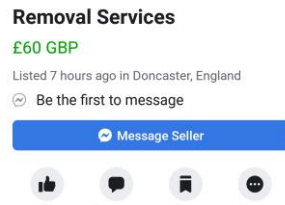
Extra measures taken by Doncaster.

- Site staff actively monitor their site to identify those users who make excessive visits with the same type of waste recording visits on a “Permit Spot Check Sheet”.
- Site staff use a “Household Waste Disclaimer” to get more information about where the waste has come from.
- Once enough evidence has been gathered of suspected abuse the Waste & Recycling Officer (HWRCs) writes to the permit holder revoking their permit
- The WRO (HWRCs) compiles a “Referral Notice” and puts a file together to pass onto the Enforcement Team to investigate further.
- Once in receipt of the Referral Notice and all the accompanying evidence the Enforcement Officers who are responsible for dealing with any matter related to the HWRCs – including reports of fly tipping at the gates and the discovery of commercial waste on site – will either visit to named person or invite them into the Civic Building for an interview.

Extra measures taken by Doncaster.

Potential abusers regularly can come to light through the following :

- Adverts in the local press
- Adverts on Facebook
- “For Sale” sites



- Clean areas on dirty vans where magnetic signs have been removed – often to be found inside the van or the failure to remove a sign from the back doors

When such information comes to light and can be definitely linked to a DMBC issued permit then that vehicle is automatically targeted for observation.

Since the adopting of the outlined procedure in 2011, some 168 permits have been revoked with many case files being passed over to the Enforcement team for further investigation.

Ideas to improve the current permit schemes.



Ideas to improve the current permit schemes.

- Standardise the permit scheme across BDR
- Only have permits issued by Waste Team staff
- Stand-alone chargeable sites for the waste Councils do not have to accept

Two of the questions asked to the bidders for the new HWRC contract were:

1. Identify at least one current site within each authority to potentially accept commercial waste,
2. Identify how you would manage acceptance of non-household and commercial waste entering either a commercial-only site or accepted along with household waste on a site accepting both household and commercial waste.

So, hopefully, at some point in the future the provision of a competitively priced commercial waste facility on selected HWRCs should help combat the problem of commercial waste abuse.