



MERSEYSIDE WASTE DISPOSAL AUTHORITY

Briefing Pack for Sefton Council



Introduction and Operation of a Household Waste Permit Scheme at all Sefton and Liverpool Household Waste Recycling Centres

May 2010

SECTION A: OVERVIEW OF THE SCHEME

1. Introduction

Merseyside Waste Disposal Authority (MWDA) is to introduce a Permit scheme for commercial-type vehicles – i.e. all vans, trailers between 2 - 3 metres in length and certain other vehicles to access the 14 Household Waste Recycling Centres (HWRCs) on Merseyside. A pilot scheme has been operating at the three Wirral HWRC's from 1 October 2009.

After an evaluation and approval from MWDA elected Members the second phase of implementation of the Scheme will now be rolled out at all Sefton HWRCs and the Liverpool HWRC at Otterspool. This will take place from 1 July 2010 – with pre-implementation publicity starting on 1 June 2010.

The Permit Scheme is for those residents delivering household waste and recyclates in a commercial-type vehicle or when using a certain type of trailer.

2. Why is the Permit Scheme needed ?

Household Waste Recycling Centres (HWRCs) are provided and paid for by residents of Merseyside as places where they may deposit and recycle their own household waste. Waste arising from commercial premises or produced in the course of a business is classified as commercial or trade waste and cannot legally be accepted at the Centres.

In order for the Authority to address the problems caused by illegal tipping of trade waste at the Household Waste Recycling Centres and to improve the standard of service for Merseyside residents, a permit scheme has been introduced with an initial pilot in the Wirral area that has been operational from 1 October 2009.

It is an offence to deposit trade waste at HWRC's. The Centres are not licensed to accept trade waste, so not only are traders breaking the law by tipping at the sites but the Authority would be doing the same by letting them.

Existing measures to stop trade waste being illegally deposited at our HWRCs have had limited impact. This has resulted in increased waste arisings and therefore increased costs to all Merseyside tax payers.

Traders depositing waste at HWRCs result in increased traffic and congestion. Reduced queuing for householders would help make the recycling option more attractive and help us to meet government set recycling targets. The Permit

Scheme has been introduced to address these issues and to improve the standard of service for Merseyside residents.

3. Occasions when a Permit will be needed

Merseyside householders who bring their own household waste to an HWRC for disposal or recycling must adhere to MWDA's Access Policy.

(i) Access to the HWRC **WITHOUT A PERMIT** is allowed when household waste is delivered by:

- a car with or without trailer (trailer up to 2m long – external box dimensions)

(ii) Access to an HWRC **WITH A PERMIT** is allowed if using the following vehicles:

- A van*
- A trailer (between 2m and 3m long – external box dimensions)

* for the purposes of the Permit Scheme, a 'van' is deemed to include:

- (a) Any vehicle without side/rear windows
- (b) Any 'flat back' vehicle
- (c) Any 'pickup' vehicle
- (d) Estate/hatchback /4x4/ cars with rear seats permanently removed
- (e) Estate/hatchback /4x4/ cars with blanked out side/rear windows

The following vehicles are **NOT ALLOWED** to access HWRC's:

- (a) Vehicles above 3.5 tonnes gross weight
- (b) Vehicles with trailers longer than 3m (external box dimensions)

4. Why is MWDA introducing the Scheme?

(i) Merseyside's Recycling Centres are provided by MWDA for the region's residents to dispose of household waste, free of charge.

The Permit Scheme is being introduced in order to deter the illegal use of the Centres by commercial and business operators. Advantages of the Scheme are:

- (a) Helps us to reduce congestion – users bringing such waste help contribute to on-site congestion, leading to a stressful situation for users and staff

- (b) Increases health and safety – By reducing the impact from the manoeuvring of large vehicles and handling of loose waste.
- (c) Prevents trade waste being deposited illegally at the Centres
- (d) As part of its new WMRC Contract, the Authority working with its new contractor, Veolia Environmental Services, must implement a Permit Scheme.
- (e) The introduction of a Permit Scheme will save money as less waste will be sent to landfill.

Permit Schemes have been shown to be effective through other local schemes nationwide and MWDA has conducted a number of visits, meetings and gathered best practice from these schemes – including those in Lancashire, Cheshire and Cumbria.

5. Types of Permit and how the Scheme will work

(i) There are three types of Permit – **Annual** and **Temporary** and **Emergency**

- The **Annual Permit** is required when users are delivering frequently arising recyclable items of waste from their household including but not limited to: garden waste, newspapers, magazines, glass, plastic bottles, textiles, cardboard, cans, batteries and oil.
- The **Temporary Permit** is required when delivering bulky household waste on an infrequent or one off basis including but not limited to furniture, rubble, scrap, TV's, monitors and wood.
- The Emergency Permit will only be issued under **exceptional circumstances** at a Recycling Centre by a Veolia operative for one off drop off.

(ii) **Annual Permits**

There will be one Permit issued, free of charge, per Merseyside household. Applications can be made via telephone, or online via the MWDA website.

Applicants will be required to provide their name, address, telephone number, vehicle details including registration.

- Applicants will be allowed to nominate their two chosen HWRCs at the Authority's discretion.
- Permits will be posted to home addresses (under exceptional circumstances, permits may be collected at the HWRC at the time of visiting).
- The Permits will be vehicle-specific and non-transferable.

- You will need to show the permit to the site staff on every visit and details of your visit, including the type of waste you bring in, may be logged.
- The Annual Permit will be valid for unlimited visits in a 12-month period. Members of the public will then need to re-apply for a new permit.

(iii) Temporary Permits

A maximum of 12 Temporary Permits will be issued to a householder during a rolling 12-month period. Only those items of waste specified at the time of application may be deposited at the nominated HWRC.

- Applicants will be allowed to nominate their two chosen HWRC at the Authority's discretion.
- Permits will be posted to home addresses (under exceptional circumstances permits may be collected at the HWRC at the time of visiting).
- The Permits will be vehicle-specific and non-transferable.
- You will need to show the Permit to the site staff on every visit and details of your visit, including the type of waste you bring in, may be logged.
- Up to 12 temporary Permits can be issued in one year.
- Applications can be made via telephone, or online via the MWDA website.
- Applicants will be required to provide their name, address, telephone number, vehicle details including registration.

(iv) Emergency Permits - Exceptional circumstances

In exceptional circumstances staff on site can issue an Emergency Permit. Circumstances under which an Emergency Permit will be issued include: bereavement, flooding, fire etc.

- The permit will be issued for one drop off at the time of application
- All the details of the vehicle and individual will be noted on the Emergency Permit.
- All details supplied will be shared with both Veolia and MWDA to avoid fraudulent or repeated use.

6. Using a hired van

Members of the public who intend to use a hire vehicle to bring waste to HWRCs will still need to apply for a permit. The van hire agreement should also be available for site staff to view when householders arrive at the Centre.

7. Pedestrians using Household Waste Recycling Centres

Pedestrians bringing waste to the Centres will not require a Permit. In line with current practice, pedestrians carrying waste into a HWRC will be assessed by the Veolia Environmental Services site operatives.

If the waste is suspected to be commercial waste the pedestrian will be challenged. Any person suspected of depositing trade waste, irrespective of how it is delivered, will be required to complete a disclaimer form. Details submitted on the form will be provided to the Authority

SECTION B: COMMUNICATIONS

To ensure that the general public and users of the sites are aware of the introduction of the Scheme, the Authority is implementing a communications awareness programme that will include the following:

- A leaflet and poster campaign to be delivered via the Sefton and Liverpool HWRCs and other outlets (i.e one-stop shops etc)
- Reinforcement of on site campaign via a two-week Sefton and Liverpool newspaper advertising campaign prior to implementation
- Reinforcement of on-site campaign via two-week radio advertising campaign on Radio City.
- Media relations campaign launching the scheme including to Sefton
- Poster and leaflets in one stop shops, community centres, libraries and local van hire companies

Details of communications programme:

May 2010	Pre communications briefing with key officers, District Council one-stop shops and call centres and to all elected members in Sefton and Liverpool
1 June 2010 – 1 July 2010	Leaflets and Posters at all Sefton and Liverpool Household Waste Recycling Centres
W/c 7 June 2010 and 21 June 2010	Half page adverts in South Liverpool Weekly Group –

including Anfield and Walton Star, Bootle Times, Crosby Herald, Maghull and Aintree Star, South Liverpool Merseymart, West Derby and Tuebrook Merseymart

14 June 2010 – 30 July 2010

Radio advert on Radio City

1 June 2010 – 1 July 2010

Media releases to all local and trade press

SECTION C: OPERATION AT RECYCLING CENTRES

The Permit Scheme will be delivered at the Household Waste Recycling Centres by operational staff of the Authority's Contractor – Veolia Environmental Services. Staff at the sites will have undertaken an awareness and training programme detailing the aims and objectives of the scheme and how to signpost members of the public to the scheme.

Details

1 June 2010 – 1 July 2010

Staff at sites will be raising awareness of the scheme through flyers and posters on Sefton and Liverpool sites

1 July 2010 onwards

Permit Scheme is officially in place – staff will sign-post users and the general public to the Permit telephone line or website for details - there will also be available a more detailed information leaflet

SECTION D: Frequently Asked Questions

QUESTION ONE

Why is the Permit Scheme needed?

ANSWER

The Scheme is needed to:

- Stop trade waste
- Reduce congestion
- Increase health and safety at HWRCs
- To save money

QUESTION TWO

How will the Permit Scheme work?

ANSWER

From 1st July 2010 if a householder uses a van or a large trailer to take waste to their local HWRC they will need a permit (definitions of all affected vehicles are available on www.merseysidewda.gov.uk or by calling Tel: 0151 236 0305

Every householder can apply for an **Annual Permit**. This covers frequently arising waste like garden waste, newspapers, cans etc.

If householders want to dispose of bulky household items like TVs, rubble or furniture they will need a **Temporary Permit**. Householders can apply for either permit by ringing Tel: 0151 236 0305 or logging on to www.merseysidewda.gov.uk

The Permit will contain name, address and vehicle registration and some other details such as colour of vehicle etc. and must be always presented on arrival at the HWRC.

QUESTION THREE

How does a householder know if they need a Permit?

ANSWER

A householder will need a Permit if they are planning to visit a HWRC in any of the following vehicles:

- A van
- Any 'flatback' or 'pickup' vehicle
- An estate/hatchback/4x4/ car with rear seats permanently removed and/or blanked out side/rear windows
- A trailer (between 2 - 3 metres long – external box dimensions)

QUESTION FOUR

How does a householder get one/how much will it cost?

ANSWER

By calling our Permit Team on 0151 236 0305 or visiting www.merseysidewda.gov.uk.

The Permit or Permits will then be posted to you. There is no charge for Permits.

QUESTION FIVE

How long will it take to get a Permit?

ANSWER

Applications take several minutes to complete via phone or online. Merseyside Waste Disposal Authority will then post the Permit out to the householder via Royal Mail so it should take between one to three days to arrive.

QUESTION SIX

What happens if the householder needs to deposit waste at short notice?

ANSWER

Emergency Permits can be issued at a Household Waste Recycling Centre but only under exceptional circumstances (e.g. bereavement). In the first instance try and contact Merseyside Waste Disposal Authority. Details of Permits issued in these circumstances will be recorded and monitored by the Authority.

QUESTION SEVEN

How many Permits can a householder have?

ANSWER

An Annual Permit lasts for a twelve-month period. During this time the HWRC can be visited as many times as a householder wants. Once the twelve-month period is over the householder will need to apply for a new Permit. An Annual Permit is for recyclables only i.e paper, cans, green waste etc

You can apply for twelve Temporary Permits over a twelve-month period. The Temporary Permit is for larger or bulky waste items.

QUESTION EIGHT

How much is all this costing (i.e. operating the Permit scheme)?

ANSWER

The project fund is around £85k (this is the total for rolling-out the scheme to all of Merseyside). However, Merseyside Waste Disposal Authority expect to send much less material to landfill because of the Scheme, thereby avoiding costly Landfill Taxes, gate fees at landfill sites and transport of waste from HWRCs to landfill sites. Our costs include:

- Phases 1, 2 and 3 Public Relations and Awareness Campaign (radio, newspapers, leaflets, posters)
- Employment of existing Administration Officer
- Permit costs including printing and postage

- Office equipment and consumables

QUESTION NINE

Who is paying for the implementation of the Permit Scheme?

ANSWER

The Permit Scheme is an MWDA funded project.

QUESTION ELEVEN

Isn't this simply moving the problem on/encouraging fly-tipping?

ANSWER

We are obviously aware of potential consequences and will be sharing information where possible and working with colleagues in other authorities to make sure that traders who illegally dump rubbish have nowhere to run.

Evidence from the Wirral pilot indicated that fly tipping in the area did not increase.

SECTION E: Contact Details and responsible officers

Please note that in the majority of cases all queries should be directed to the Permit Application Line

(i) Permit Application Line

Tel: 0151 236 0305
permit@merseysidewda.gov.uk or log onto
www.merseysidewda.gov.uk

(ii) Communications enquiries

Colette Gill – Senior PR and Communications Officer, MWDA
Tel: 0151 255 2527
Colette.gill@merseysidewda.gov.uk

John Lally – Pr and Communications Officer MWDA
Tel: 0151 255 2568
John.lally@merseysidewda.gov.uk

(iii) Operational enquiries

Neil Spencer – Assistant Contracts Manager, MWDA
Tel: 0151 255 2522
Neil.spencer@merseysidewda.gov.uk

APPENDIX

Examples of the publicity and communications materials

(i) A5 flyer for householders – will be available at Recycling Centres, Council One Stop Shops, and van-hire companies



**GOT A VAN?
GET A PERMIT!**

From the 1st July 2010 if you use a van or large trailer to take household waste to Formby, Sefton Meadows, South Sefton, Southport or Otterspool Household Waste Recycling Centres you should **READ THIS**

You will need a Permit if you use:

- A van
- Any 'flatback' or 'pickup' vehicle
- An estate/hatchback/4x4/car with rear seats permanently removed and/or blanked out side/rear windows
- A trailer between 2 and 3 metres long
- Vehicles above 3.5t gross vehicle weight, and vehicles with trailers which are longer than 3 metres are not allowed access to a HWRC

How can you get a Permit?

Every householder can apply for an **ANNUAL PERMIT**. This covers frequently arising recyclable waste like garden clippings, newspapers, cans etc. If you want to dispose of bulky household items like TVs, rubble or furniture you will need a **TEMPORARY PERMIT**.

Both Permits are free and you can apply for either by ringing **0151 236 0305** or logging on to www.merseysidewda.gov.uk

Permit Scheme For Sefton and Liverpool Household Waste Recycling Centres

All our Recycling Centres are paid for by Merseyside council taxpayers and therefore should only be used for disposing or recycling household waste.

However commercial businesses and traders attempt to use these facilities free of charge. This isn't fair and is illegal.

By using a Permit Scheme (as is used in lots of other areas across the country) we will continue to make sure householders have exclusive access to what is rightfully theirs.

How long does it take to apply?

It will take about ten minutes to apply for a Permit. You should then receive the Permit by post within 1-3 days. Each Permit will contain your name, address and the registration number of the vehicle you plan to use.

What do I do with my trade waste?

If you have trade waste then you must dispose of it at a proper licensed commercial waste site - not one of Merseyside's Household Waste Recycling Centres. Contact the Environment Agency on **Tel: 08708 506 506** or visit www.netregs.gov.uk for details.

Anyone suspected of depositing trade waste at a Household Waste Recycling Centre, irrespective of how it is delivered, will be required to complete a disclaimer form. Details submitted on the form will be entered into our database.

GOT A VAN? GET A PERMIT!

t: 0151 236 0305 w: www.merseysidewda.gov.uk



- (ii) **A1 size posters - displayed at multiple locations on each Sefton and Liverpool Recycling Centre**



If you drive a van or use a large trailer then from 1st July 2010 you will need a Permit to use this Recycling Centre.

For more information speak to an on-site attendant, call 0151 236 0305 or visit www.merseysidewda.gov.uk



(iii) A4 /A3 poster for libraries, community centres etc



If you drive a van or use a large trailer at any Household Waste Recycling Centre in Sefton or Liverpool then from 1st July 2010 you will need a Permit to get in.


For more information call 0151 236 0305 or visit www.merseysidewda.gov.uk



(iv) Example of Temporary Permit

TEMPORARY PERMIT TO DEPOSIT HOUSEHOLD WASTE

[Empty box for permit details]



MWDA
MERSEYSIDE WASTE DISPOSAL AUTHORITY

Merseyside Waste Disposal Authority
6th Floor, North House,
17 North John Street, Liverpool, L2 5QY

PLEASE REMEMBER TO BRING THIS PERMIT WITH YOU WHEN VISITING THE HWRC

Permit line: 0151 236 0305
Fax number: 0151 227 1848
Email: permit@merseysidewda.gov.uk
www.merseysidewda.gov.uk

Merseyside Waste Disposal Authority operates a strict access policy at its Household Waste Recycling Centres (HWRC). An explanation of the Authority's policy and the Permit Scheme can be found on the back of this Permit.

[Empty box for permit details]

The following wastes may be deposited:

[Empty box for waste details]

Declaration by the Householder: Household waste means any waste generated within a domestic property that does not relate to a commercial enterprise and is transported by the householder. I confirm that the waste described above is household waste generated at the above address, I understand that only the waste described above may be deposited and that it must be transported in the vehicle for which I have provided details.

I understand that this Permit cannot be used by another person or transferred to another vehicle.

WARNING: Making a false declaration may amount to the commission of a criminal offence under Section 34 of the Environmental Protection Act 1990.

Merseyside Waste Disposal Authority reserves the right to refuse the issue of future Permits on the basis of any false declaration made by the householder and/or withdraw the Permit in the event of abuse of the Permit.

This Permit must be brought to site and produced upon request of a HWRC Recycling Assistant.

Signed by the householder: Date:


Information provided during the Permit applications will be stored on a database in accordance with the Data Protection Act. Merseyside Waste Disposal Authority reserve the right to use this and any details recorded by site staff to review site usage and to prevent misuse. This information will not be passed to any other third party. Information will only be used to issue Permits and monitor site usage.

(v) Example of Annual Permit

ANNUAL PERMIT TO DEPOSIT HOUSEHOLD WASTE

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MERSEYSIDE WASTE DISPOSAL AUTHORITY

Merseyside Waste Disposal Authority
6th Floor, North House,
17 North John Street, Liverpool, L2 5QY

PLEASE REMEMBER TO BRING THIS PERMIT WITH YOU WHEN VISITING THE HWRC

Permit line: 0151 236 0305
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This Permit must be retained by the householder for the period of 12 calendar months and must be brought to site and produced upon request of a HWRC Recycling Assistant.

Signed by the householder: Date:

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(vi) Newspaper advert



If you drive a van or use a large trailer at any Household Waste Recycling Centre in Sefton or Liverpool then from 1st July 2010 you will need a Permit to get in.

For more information call 0151 236 0305 or visit www.merseysidewda.gov.uk

