

The Waste Collection Permitting System

Advisory Group on a Waste Action Plan for a Circular Economy
15th April 2020

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The National Waste Collection Permit Office



Shared services initiative operated by Offaly County Council since 1st February 2012



Transfer of function - Section 34(1)(aa) WMA 1996 – Nominated Authority



Governed by CCMA/LGMA Project Board



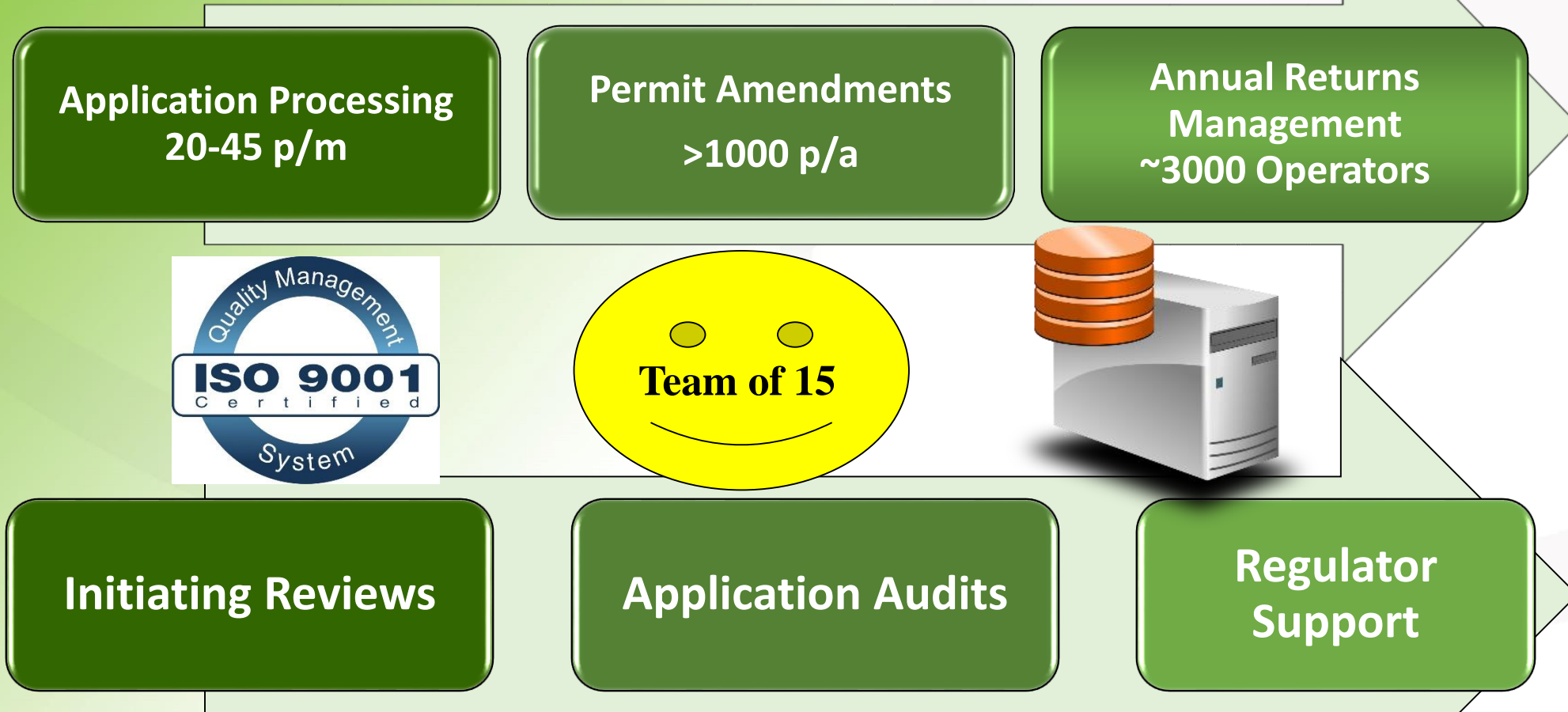
ISO9001 certified since 2014



Self Financing through Application Fees and LA contribution



NWCPO Processes



NWCPO Waste Data Management

Hosting and
developing
reporting
system

Managing
Annual and
Periodic
Reporting

Hosting &
developing
Online Portal
for Data
Validation

Sharing and
Reporting
Data as
appropriate



NWCPO Registers



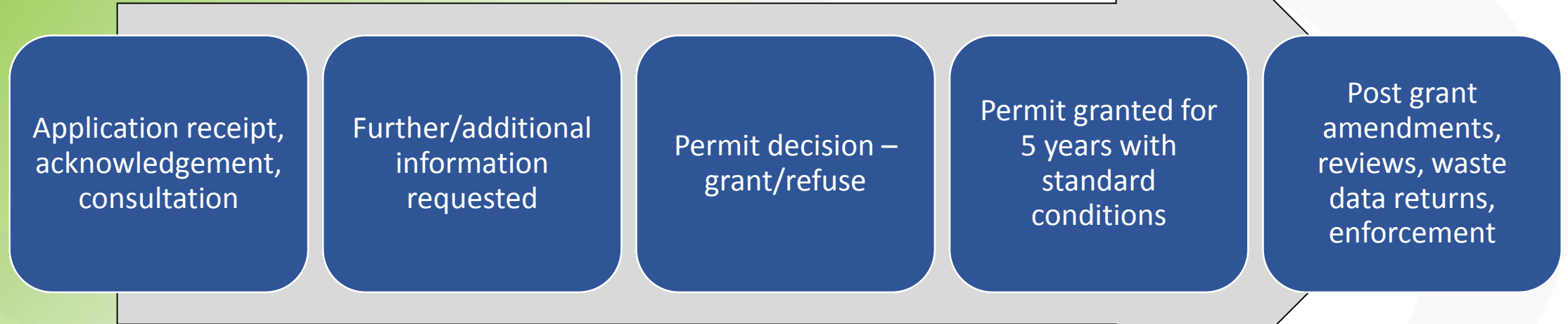
3064
Applications
since
01/02/2012

**NWCPO
Waste Data
Repository**

Waste Data
for
Waste
Collection &
Local
Authority
Waste
Facilities



Application Processing



Statutory processes and timelines as per the Waste Management (Collection Permit) Regulations 2007 as amended



Key aspects of the assessment process



Legal entity of the applicant/permit holder



Applicant is a Fit and Proper Person



Activity proposed will comply with Legislation, Policy and prevent Environmental Pollution



Applicant demonstrates that they can comply with permit conditions



Demonstration that previous non-compliances have been rectified



Standard Permit Conditions



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1. Scope of Permit



2. Management of the Activity



3. Vehicles, Skips, Containers, Trailers and Receptacles



4. Notification and Record Keeping



5. Charges and Financial Provisions

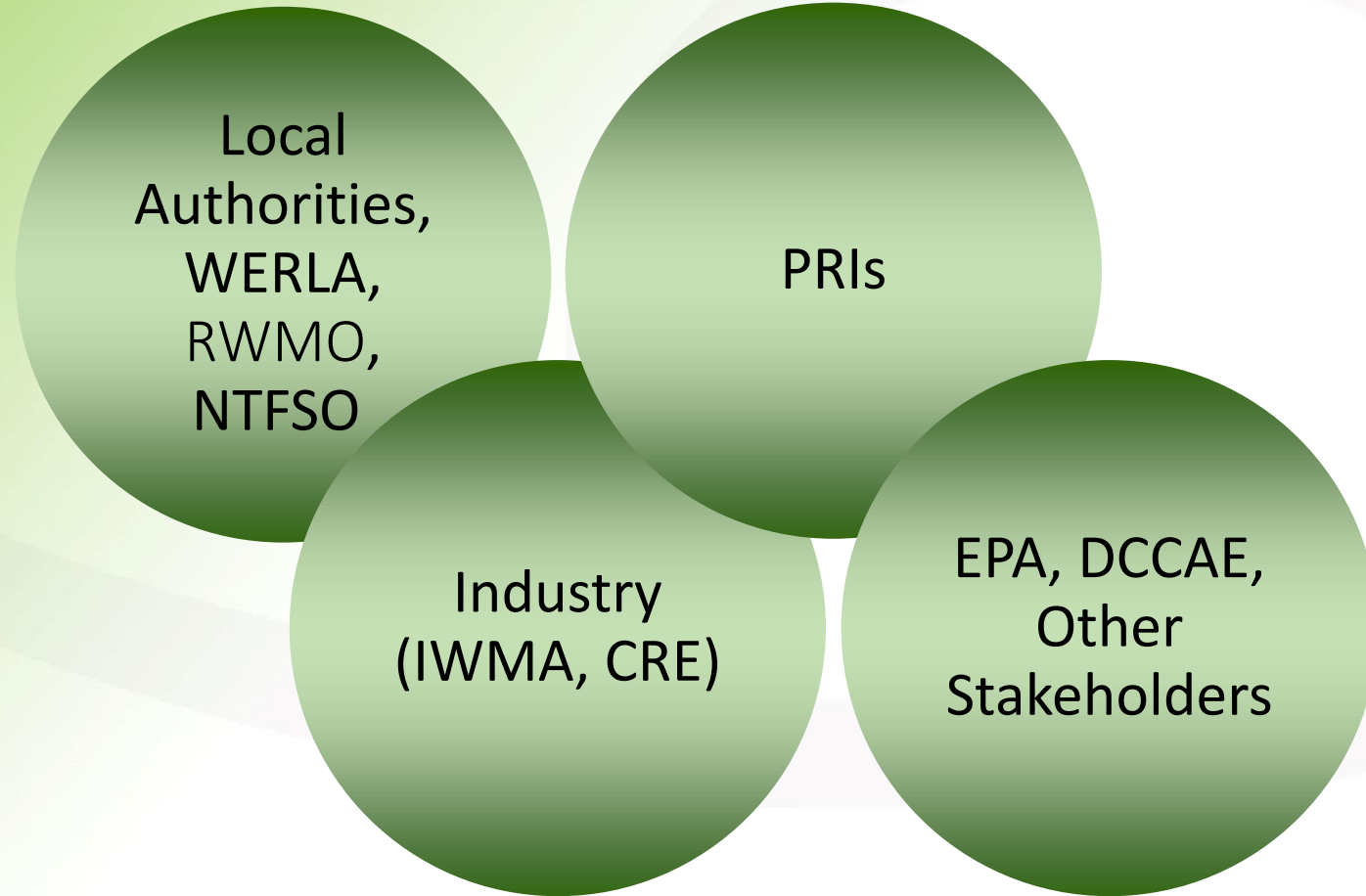


6. Conditions by Waste Type



Waste Collection Permit Standard Conditions

Consultation process



Example: Condition 1.1 – Adherence to Permit Appendices

The permit holder shall:

i. Only collect the **waste type(s) specified in Appendix A** (List of Waste six-digit codes)

Fixed Payment Notice Condition (S34(7)(d)(i))

ii. Only transfer waste to the **facilities specified in Appendix B**

Fixed Payment Notice Condition (S34(7)(d)(ii))

iii. Only use **vehicle(s) specified in Appendix C**, and for household kerbside waste collection, only use vehicles listed in Appendix C Table 2

Fixed Payment Notice Condition (S34(7)(d)(iii))

iv. Only collect waste within the **local authority areas specified in Appendix D**



Example: Condition 3.4 – Marking of Vehicles

Each vehicle (including leased or hired vehicles) used for the purposes of the activity to which the permit relates, shall be **marked on the outside of the vehicle with the following information in clearly visible, legible, indelible lettering** at least 70 millimetres high:

- i. **Name of the permit holder** or trading name as identified on the front page of this permit and,
- ii. **Waste collection permit number** as identified on the front page of this permit.

The last two digits of the permit number need not be included on the vehicle marking (01, 02, 03 etc). Trade plates or similar will suffice for leased or hired vehicles, provided the criteria above are met.

Fixed Payment Notice Condition (S34(7)(d)(v)).



Example: Condition 4.7 - Annual Returns

The permit holder shall, **not later than the 28th of February in each year, furnish to the NWCPO in such form as may be specified by the NWCPO, an Annual (Waste Data) Return (AR)** in respect of waste collection activities carried out by the permit holder in the preceding calendar year or part thereof, as the case may be. The AR shall be a summary of the records maintained under condition 4.6 of the permit. The AR shall contain the following information in summary form, in respect of waste collected by the permit holder in the preceding calendar year:

- i. Local authority area of origin of waste
- ii. List of Waste (LoW) code for each waste type and indicate whether or not the waste is hazardous
- iii. Description of waste
- iv. Quantity (in tonnes) and units where specified of each waste type collected
- v. Destination of waste (waste facility details)
- vi. Country of destination (if exported abroad)
- vii. The Transfrontier Shipment (TFS) notification number if the waste is exported abroad
- viii. Details of the waste facility where waste was collected if waste is collected from a waste facility

The information specified above may be used for local, regional and national enforcement and reporting, and to produce community statistics on the generation, recovery and disposal of waste.

Fixed Payment Notice Condition (S34(7)(d)(vi))



Example: Condition 2.14 – Training

The permit holder shall ensure that **any/all relevant person(s)** who is/are likely to be in a position to direct or control the carrying on of the waste collection activity i.e. managers/supervisors, **hold a relevant qualification in waste management or equivalent, or have received training specific to the collection of waste.** Evidence of completing a short-term training course e.g. one-day course, specific to waste collection permitting will meet the requirement of this condition.

All relevant persons shall complete and provide evidence of completion of a training course to the satisfaction of the NWCPO within 12 months of the date of grant of this permit unless otherwise agreed with the NWCPO.

Persons responsible for records maintenance and reporting in accordance with condition 4.5, 4.6, 4.7 and 4.14 shall complete and provide evidence of completion of a training course to the satisfaction of the NWCPO within 12 months of the date of grant of this permit unless otherwise agreed with the NWCPO.



Example: Condition 4.12 and 6.6.24 – Complaints Management

4.12 The permit holder shall implement and maintain a customer complaint management system to the satisfaction of the NWCPO. If requested by the NWCPO, the permit holder shall provide details in relation to any complaint received by the permit holder and details of the steps taken to address the complaint.

6.6.24 The permit holder shall maintain a complaint register and procedure for dealing with customer complaints. This register shall be available for inspection at the principal place of business during normal working hours by authorised officers of any relevant local authority and any other person authorised under Section 14 of the Waste Management Act 1996.

The complaint register shall include a written record of at least the following:

- i. Date and time of the complaint
- ii. The name of the complainant
- iii. Details of the nature of the complaint
- iv. Actions taken on foot of the complaint and the results of such actions, and
- v. The response made to each complainant

The Permit holder shall, upon request or inspection, demonstrate to the reasonable satisfaction of the NWCPO or Local Authority, that customer complaints have been addressed in accordance with the permit holders customer charter and customer complaints management system (condition 4.12).



Example : Condition 6.6.26 Incentivised Charging

6.6.26 The permit holder shall operate an incentivised charging system to ensure that the fees charged to collect household kerbside waste, in the reasonable opinion and to the satisfaction of the nominated authority respect the polluter pays principle and incentivise the reduction of residual waste and also incentivise the segregation of recyclables and food waste or as the case may be, bio-waste and discourage such waste from being mixed with residual household kerbside waste by the householder in accordance with the waste hierarchy and section 21A of the Act.

The permit holder shall ensure that the fees charged to collect residual household waste are not a “flat-rate fee” i.e. a fixed, periodic, fee which covers the cost of collection over a defined period of time, regardless of the weight of residual waste presented or the number of presentations of residual waste. Pricing structures may contain a service fee or standing charge, but shall contain a weight based and/or per lift fee for the collection of residual waste. Where a service fee is applied as part of an incentivised charging system, the level of the service fee shall not negate the incentive to segregate waste to the satisfaction of the nominated authority. Where a fee is charged for the collection of recyclable, food waste and bio-waste as the case may be, that fee shall not negate the incentive to segregate waste to the satisfaction of the nominated authority and shall be lower than the fees applied for the collection of residual household waste.



Permit Review Types

1

- Standard permit reviews – end of 5 years or PH requested

2

- **Standard permit reviews – end of 5 years with Audit**

3

- Surrenders – voluntary revocation

4

- **Contentious Reviews (Breaches and Convictions)**

5

- Reviews to amend conditions



Review Decisions

- Grant waste collection permit with amended conditions
- Issue a Direction to take measures
- Terminate a review
- Revoke a waste collection permit where:
 - Applicant/Permit holder is not a fit and proper person
 - Applicant/Permit holder has failed to take the measures directed
 - Applicant/Permit holder has offered to surrender
- Due process through district court appeals process



What the NWCPO does not regulate

- Enforcement of permit conditions undertaken by LA's and WERLA
- NWCPO cannot specify/direct pricing structures
- NWCPO has no function in relation to consumer protection related complaints, i.e. collector-householder contracts
- NWCPO has no power to require a permit holder to collect in a specific area or provide a service to all householders in an area.
- Smallest unit area that can be regulated is the LA area – poses difficulties in assessing market share and competition

