

Item: 7

Development and Infrastructure Committee: 12 November 2019.

Waste Permits.

Report by Executive Director of Development and Infrastructure.

1. Purpose of Report

To consider the introduction of a permit scheme at Household Waste Recycling Centres.

2. Recommendations

The Committee is invited to note:

2.1.

That the five Household Waste Recycling Centres in Orkney are licensed by the Scottish Environment Protection Agency, with conditions stating that only household waste may be deposited at these sites.

2.2.

That, since 2016, measures have been introduced to deter commercial abuse of the Household Waste Recycling Centres, which have been successful to a point.

2.3.

That the lack of a permit system retains the risk of the Scottish Environment Protection Agency taking enforcement action that could, in the most serious circumstance, see facilities being closed until processes are in place that stop commercial abuse.

2.4.

The proposal to introduce a permit system to remove the risk of further commercial abuse at the Household Waste Recycling Centres, with full details of operation of the scheme attached as Appendix 1 to this report.

It is recommended:

2.5.

That a permit system for householders at Household Waste Recycling Centres be introduced, with effect from 1 April 2020.

3. Background

3.1.

There are five Household Waste Recycling Centres in Orkney, namely:

- Garson, Stromness.
- Cursiter Quarry, Firth.
- Hatston, Kirkwall.
- Bossack, Tankerness.
- St Margaret's Hope.

3.2.

These sites are operated under licence from the Scottish Environment Protection Agency. Licence conditions stipulate that only household waste may be deposited at these sites. Household waste is defined as waste arising from normal household activities. Commercial, or trade, waste, which is defined as any waste arising from a commercial activity, is not permitted to be deposited at Household Waste Recycling Centres but must instead be dealt with through a licensed commercial waste provider.

3.3.

Analysis of waste arisings at Household Waste Recycling Centres, together with monitoring of vehicles at these sites, points to clear abuse of the sites by commercial entities. In 2016, it was estimated that around 500 tonnes, or 10%, of waste deposited at Household Waste Recycling Centres was commercial waste.

3.4.

This is a problem commonly experienced by local authorities across the UK and most, if not all, have implemented systems to deter/restrict commercial use.

3.5.

As commercial use of Household Waste Recycling Centres is in contravention of licence conditions, there is a clear risk that the Scottish Environment Protection Agency could intervene and potentially close any site where commercial abuse is taking place. In addition, waste deposited at these sites must then be disposed of by the Council. The waste is therefore shipped to Shetland, at a current cost of approximately £150 per tonne.

3.6.

Deposition of commercial waste at Household Waste Recycling Centres also adversely impacts on Orkney's recycling statistics, which are calculated on the basis of household waste. Therefore, all waste deposited at Household Waste Recycling Centres is included in the total.

4. Measures to Control Abuse

4.1.

Since 2016, a number of measures have been introduced at Household Waste Recycling Centres to monitor, measure and control unlawful use of the sites. These include the introduction of CCTV cameras on site and additional signage making conditions of use clear. In addition, there has been significant effort expended over the past three years to engage with local businesses to help them understand their responsibilities with regards to waste generated as a result of their activities and the appropriate ways in which the Council can assist them to dispose of this.

4.2.

Further, a successful bid for funding from the Innovation Fund enabled the employment of two temporary Waste and Recycling Operatives on site who were able to routinely engage with site users, help them understand how to most appropriately dispose of their waste and recycling and challenge any potentially commercial users/vehicles.

4.3.

Between June 2017 and September 2018, following introduction of the measures noted above, vehicle movements at the Household Waste Recycling Centres were monitored. During this time, commercial-type vehicles reduced from 46% to 21% of the total number. During the same period, total waste deposited at the sites reduced by 226 tonnes, indicating that the measures were having effect.

4.4.

However, it is estimated that commercial traffic still accounts for around 100 tonnes of waste at Household Waste Recycling Centres. A further concern is that there are no demonstrable strong controls to deter commercial traffic, should the Scottish Environment Protection Agency investigate what measures are in place to ensure compliance with the licence conditions.

5. Proposed Controls

5.1.

In order to deter commercial organisations from using the Household Waste Recycling Centres and to reinforce the fact that they are intended for the deposition of household waste only, it is proposed to introduce permits for all householders. This is a well-recognised solution to the problem and is implemented in different forms throughout the UK.

5.2.

Introduction of a permit system will provide the optimum benefits for the lowest cost to the Council. Full details and the practicalities of how the proposed scheme will work are set out in Appendix 1 to this report. The main points to note are as follows:

- All households in Orkney will receive permits linked to their vehicle registration(s).
- Permits will be expected to be displayed when visiting Household Waste Recycling Centres. Vehicles without a permit may be challenged and details recorded.

5.3.

A draft 'Frequently Asked Questions' sheet has been produced, to support staff involved in implementation of the proposed scheme, attached as Appendix 2 to this report.

5.4.

Environmental Services will follow up with site users who persistently use Household Waste Recycling Centres without a permit, ensuring that eligible householders receive their permit and that commercial organisations understand their responsibilities with regard to disposing of their waste appropriately.

5.5.

The scheme is considered to represent the best balance between complying with regulatory requirements whilst minimising intrusion and enabling appropriate deployment of existing resources. It is designed to be of minimal impact to householders as legitimate users of the sites whilst enabling site operatives to identify and deter potential commercial use.

6. Links to Council Plan

6.1.

The proposals in this report support and contribute to improved outcomes for communities as outlined in the Council Plan strategic priority of Enterprising Communities.

6.2.

The proposals in this report relate directly to Priority 4.6 Review and establish fresh approach for waste management/recycling/handling including community based models.

7. Links to Local Outcomes Improvement Plan

The proposals in this report support and contribute to improved outcomes for communities as outlined in the Local Outcomes Improvement Plan priority of Strong Communities.

8. Financial Implications

8.1.

No additional resources are required for the implementation of the proposed permit system. Staff costs will be contained within existing budgets but will require

workload adjustment or reprioritisation. The proposed process has been reviewed with Customer Services and Administrative teams and it is considered that it can be accommodated with existing staff. There are no additional costs relating to site staff who will carry out permit checks as part of their standard duties.

8.2.

The initial cost of implementation is expected to be £4,000 for materials (cost of producing and issuing permits) with a subsequent cost of £1,000 per year for new and renewed permits. This can be contained within existing revenue budgets and will be offset by decreased cost of disposal. It is estimated that each tonne of waste which is subsequently diverted from a Household Waste Recycling Centre will save the Council £140.

9. Legal Aspects

There are no legal implications arising directly from the recommendations contained in this report.

10. Contact Officers

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Darren Richardson, Head of Infrastructure and Strategic Projects, extension 2310, Email darren.richardson@orkney.gov.uk

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11. Appendices

Appendix 1: Permit scheme design and operation.

Appendix 2: Draft Frequently Asked Questions.

Appendix 1

Household Waste Recycling Centres Permit Scheme

Details of Operation

Introduction

Orkney Islands Council operates five Household Waste Recycling Centres (HWRCs). These are at Garson (Stromness), Cursiter Quarry (Firth), Hatston (Kirkwall), Bossack (Tankerness) and St Margaret's Hope. At these sites, householders are able to deposit household waste together with a range of recyclable materials

The sites are operated under licence from the Scottish Environment Protection Agency (SEPA) whose licence conditions stipulate that only household waste may be deposited at these sites. The deposit of commercial, or trade, waste is not permitted and would be in breach of licence conditions.

Analysis of waste arisings at HWRCs, together with monitoring of vehicles at these sites points to clear abuse of the sites by commercial entities. In 2016 it was estimated that around 500 tonnes, or 10%, of waste deposited at HWRCs was commercial waste.

This is a problem commonly experienced by local authorities across the United Kingdom and most, if not all, have implemented systems to deter/restrict commercial use.

The project has been developed with significant support from the Change Team to provide the project management, research and process verification input. This has allowed service officers to ensure that this proposal is optimal in consideration of seeking to be low cost and eventually self-financing as the remaining commercial waste is fully diverted from our sites.

As commercial use of HWRCs is in contravention of licence conditions, there is a clear risk that SEPA could intervene and potentially close any site where commercial abuse is taking place. In addition, waste deposited at these sites must then be disposed of by the Council. The waste is therefore shipped to Shetland, at a current cost of circa £150 per tonne.

Further, this commercial waste adversely impacts Orkney's recycling statistics, as these are based on household waste data and will include all waste deposited at HWRCs, even that which is not strictly household waste.

The proposed control mechanism has the joint aims of:

- A demonstrable approach to managing illegal deposition of waste at HWRCs to comply with SEPA licence conditions.
- Minimise the costs to OIC of disposing of this commercial waste.
- Minimise impact to householders, the legitimate users of the sites.

- Ensure equity of service offering to commercial organisations.

Scheme Details

All households across Orkney will be eligible for permits. These permits will be linked to vehicle registration. In recognition of the fact that many households have more than one vehicle, the default will be two permits per households although requests for more may be considered in specific circumstances.

Householders will be able to request a permit online, through the Customer Service Portal (CSP). Alternatively, they can contact Customer Services either in person or on the phone and Customer Services would then fill out the on-line form for the householder. The scheme is therefore dependent on the introduction of the CSP and will only be launched once the CSP is available. This is likely to be in the first quarter of 2020.

Once the form has been filled out, it will be checked by Development and Infrastructure Operational Support and then the permit will be sent out to the household.

When arriving at a HWRC, householders will be expected to have the permit displayed on the dashboard of their vehicle. Additional signs on site will remind them of this.

If no permit is displayed, they may be challenged by site operatives. However, failure to display a permit will not mean that they are refused entry and all visitors will be able to dispose of their waste.

Where visitors do not have a permit, they will be encouraged by site operatives to request one and may have their details recorded if there is a possibility that waste may be commercial. This would be based on type of waste, whether they are driving a branded vehicle or similar considerations.

The system will enable Environmental Services to identify potential commercial abusers of the HWRCs and to then follow up with them appropriately, ensuring that commercial organisations understand their obligations with regards to the correct disposal of their waste.

New permits will only be required when householders move address or change their vehicles.

Commercial organisations can continue to dispose of their waste through the prescribed routes, i.e. a formal waste management contract with an authorised provider. The Council can offer this service and has been doing so for several years. It remains the responsibility of any commercial organisation to have this in place to stop abuse at domestic use facilities and avoid fines or prosecution by SEPA should they pursue abuse issues reported by the Council.

Scheme Design

The scheme is a well proven solution, implemented in different forms throughout the United Kingdom. The overarching aim is to exclude any risk of commercial abuse by ensuring only residents can use the facility. Equally, it offers the ability to be able to challenge those non-liveried vehicles where abuse is suspected (i.e. such as operating a commercial service but seeking to pass this off as domestic waste).

The scheme is designed with significant support from the Change Team, who have helped in the management of the project stages and the research in terms of verifying the suitability of the proposal for Orkney.

The design team includes lead service officers and overall scrutiny by the Service Manager and Head of Service as well as periodic review through Chair and Vice Chair of the Development and Infrastructure Committee (monthly performance meetings) and periodic Consultative Group sessions as part of the Roads and Environmental Services agenda items.

At an operational level this has included the operational staff, Customer Services, Operational Support and Strategic Environmental Services. The research was carried out with regards to similar schemes operated by other local authorities, testing the strengths and weaknesses of their approaches and reviewing their practices in light of the local situation, operational practices and what is known to work well already.

The proposed scheme was then tested through user journeys with all impacted staff – checking each stage of the process for practicality and identifying any potential issues which could need to be addressed. This resulted in the development of two process flow diagrams – one for the request process and one for the checking process – which are shown at the end of this document.

There is therefore confidence that the proposed scheme represents the optimum balance between managing regulatory requirements, operational considerations and least intrusion for householders. It is imperative that householders – for whom the sites are provided – are able to continue to use the sites with minimum difficulty whilst ensuring that commercial organisations do not take unfair advantage of a service that is not intended to be used by them.

Implementation Approach

In order to allow a reasonable time for householders to request permits before the scheme becomes operational it is intended that there will be a three-month window during which requests can be made, before operatives will begin checking permits. During these three months, and subsequent to it, there will be an extensive communication campaign using a wide range of channels and methods to ensure that the message is disseminated across Orkney.

In addition, there will be messages displayed on site and site operatives will discuss the planned scheme with visitors as required. A full stakeholder engagement plan is in development and will be finalised prior to the launch. Additionally, a

comprehensive set of Frequently Asked Questions (FAQs) has been produced for the use of Customer Services and other front-line facing staff.

Risks and issues associated with the scheme have been identified and mitigation measures adopted as shown in the table below.

RISK / ISSUE	MITIGATION	NOTES
There is a risk that if the CSP is delayed the permit system will also be delayed.	Could investigate alternatives to using CSP, e.g. send out forms to be filled in.	Implementing one system and then switching to another is not optimal and will cause additional work plus potential confusion.
SEPA inspect site prior to system implementation and act on non-compliance.	Ongoing dialogue with SEPA and open discussion about active plans to implement additional controls.	Good relationship with SEPA to date but cannot ignore the fact that sites are currently breaching their licence conditions.
Relatively light-touch system – cannot guarantee it will completely stop abuse.	Active participation by site staff and ongoing communication with householders and businesses.	The aim is to balance regulatory requirements with the least intrusive approach.
Reputational damage to the Council if the scheme is not well received or well implemented.	Carefully thought through processes. Structured, on-going communication plan. Relatively generous implementation window.	Very little impact on householders and no additional costs to them.
Service may not have capacity to deal with any additional commercial waste requests that subsequently arise.	Robust plans for future service requirements.	Needs to feed into modelling of future service scenarios.
Potential increase in vehicle traffic at Chinglebraes as a result of increased commercial contracts.	May require creation of separate facilities at Chinglebraes for commercial deposits.	Needs to be incorporated into considerations for proposed new Integrated Waste Facility.

It is important to note that the permit scheme is only part of the overall service design and operation and that other work associated with the management of commercial waste will continue, such as the ongoing efforts to engage with businesses and

educate and inform them with regards to their regulatory responsibilities. The Council already offers a range of appropriate services to commercial organisations, enabling them to dispose of their waste legally and in a manner which best fits their operational practices and the volume of waste which they generate.

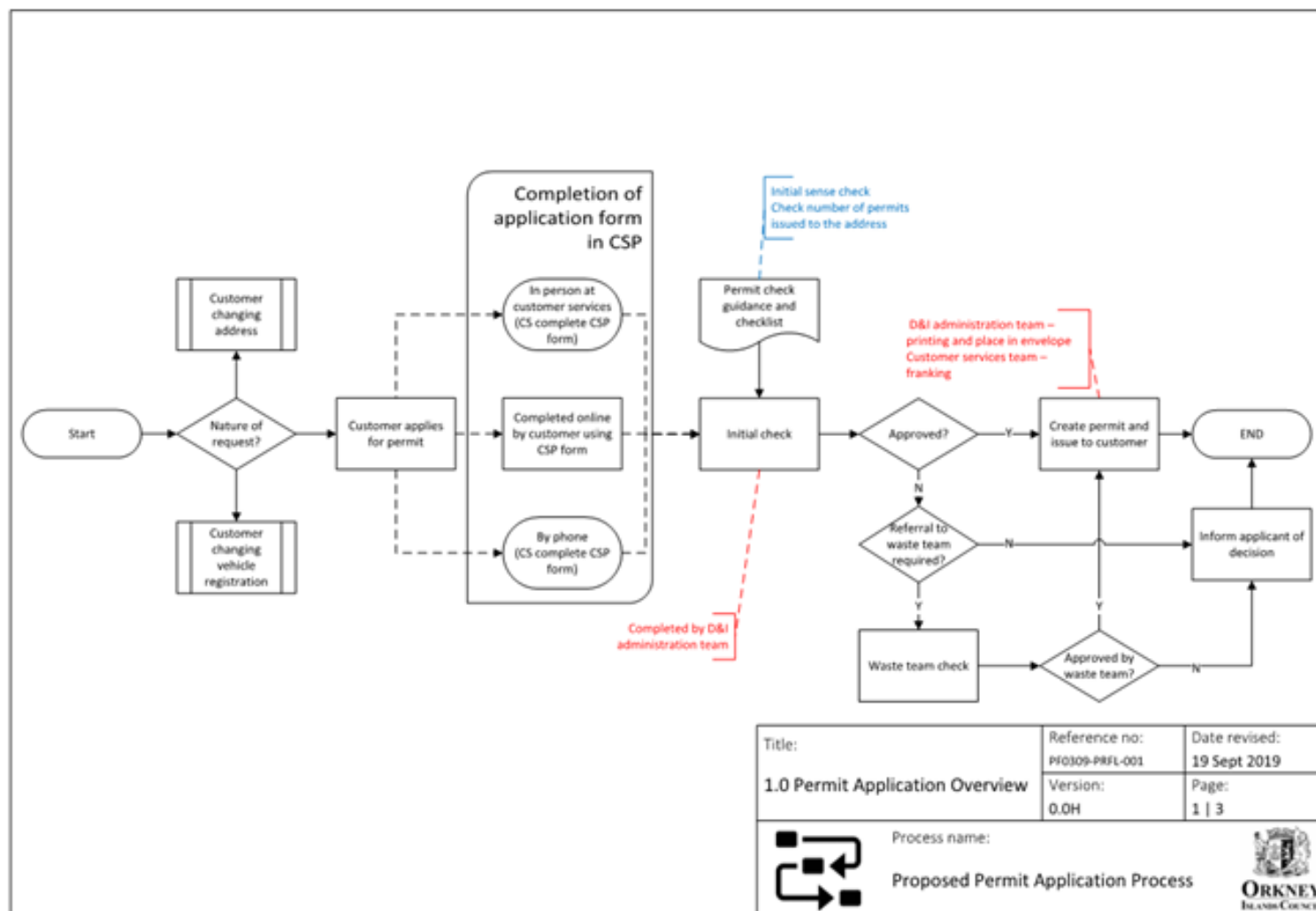
Costs and Resources

As the scheme is relatively light-touch and makes best use of existing resources, there are few additional costs associated with it. It is estimated that the cost of the scheme will be £4,000 for materials initially and then £1,000 annually on an ongoing basis. It is estimated that each tonne of waste which is subsequently diverted from a HWRC will save the Council £140.

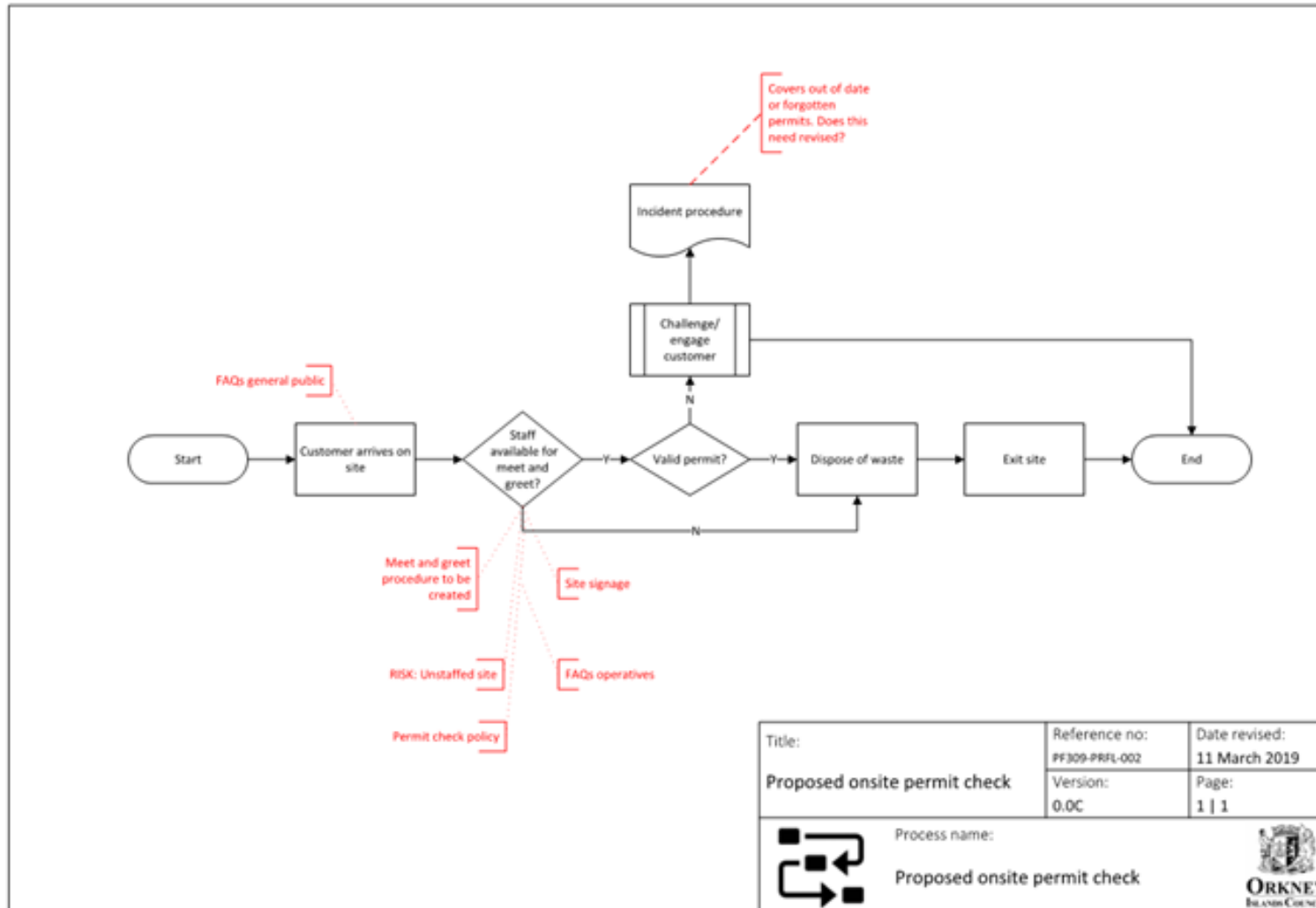
Staff costs will be contained in existing budgets although some workload reprioritisation / adjustment may be required. This has been discussed with Customer Services and with Development and Infrastructure Operational Support who are confident that the work can be done with the existing staff. Staff on site will be carrying out permit checks as part of their existing duties and so there are no additional costs related to this activity.

Process Flow Diagrams

Permit Request Process



Permit Checking Process



Appendix 2

Household Waste Recycling Centres Permit Scheme

Frequently Asked Questions – DRAFT

Text highlighted in yellow is subject to final review and confirmation

Text highlighted in blue refers to hyperlinks that require to be added

Reasons Why

Reasons why Question(s)	Reasons why Answer
Why is this change being introduced?	<p><i><Will be finalised following agreement of key messages and stakeholder engagement plan></i></p> <p>We are introducing changes and improvements to protect services.</p> <p>At the moment HWRCs are used by some businesses and this must stop because:</p> <ul style="list-style-type: none">• We do not accept business waste at HWRCs.• It costs you the taxpayer money to transport and dispose of business waste, which diverts funds from other vital services.• We want to protect these services for you by diverting business waste abuse, which puts an additional strain of over £83,000 on the service every year. <p>HWRCs are for householders only and introducing a permitting scheme will allow us to maintain them and prevent abuse.</p>
When does/did the scheme start?	The permit scheme is applicable from DD MM YY .
Why do I need a permit? I am not a business.	<p>This is your service, it is for householders only and every householder who uses the HWRCs is entitled to a permit. The permit terms and conditions help us to maintain HWRCs and prevent abuse. On applying for your permit you will sign a declaration that it will be used for household waste only.</p> <p>Similar schemes are commonplace across the UK with different levels of restriction. Orkney's scheme is designed to be as simple and easy to use as possible.</p>
How was the new scheme decided on?	<p>The scheme was developed following extensive research with regards to how other local authorities deal with this problem and what works, together with consideration of specific issues local to Orkney. It</p>

Reasons why Question(s)	Reasons why Answer
	was discussed by members of the Roads and Environment Consultative Group and agreed by the Development and Infrastructure Committee.
What is the permit scheme?	Our permitting scheme is simple and easy to use to ensure that only householders use the HWRCs, in accordance with our site conditions. Permitting schemes are common throughout the UK and, as a householder, you will need a permit to use any of the HWRC sites in Orkney.

Who's affected

Who's affected Question(s)	Who's affected Answer
Who is affected?	All Orkney householders who wish to deposit domestic waste/recycling at an HWRC should have a permit. One permit per household with up to two vehicle registrations listed.
Can isles residents apply?	Yes <insert link to application process>
Can I access the site if I don't have a car?	<HOLD>- JW currently researching how other LA deal with on foot site access and permits.
Why do I need to provide vehicle details in my application?	The only vehicle information you will be asked to provide is your registration number which will be displayed on your permit.
I have a self-catering property. Can I get a permit for it?	No, permits are available to householders for household waste only. Waste from holiday let properties is classified as business waste and must be disposed of accordingly. See <insert link to question about commercial waste disposal>
I rent out my house/flat. Can I get a permit for it?	Landlords cannot apply for permits on behalf of their tenants. Waste left behind by tenants in a rental property is classified as business waste and must be disposed of accordingly, see <insert link to question about commercial waste disposal>. Landlords should not be using their permit to dispose of tenants' waste.
I rent a house/flat. Can I get a permit for it?	Tenants living in a rental property may apply for a permit. On moving you must inform us of your change in address, see <Insert link to question about change of address>
I run my business from home; does this mean my waste is commercial/business waste?	If waste is generated by your business rather than your household then it is classified as business waste. Please see <insert link to question about what is business waste>.
What is business waste?	Text copied from OIC website and SEPA info from Alan Dundas.

Who's affected Question(s)	Who's affected Answer
How do I know if my waste is commercial/business waste?	<p>Any waste that comes from a commercial activity is commercial waste. If you use part of your home to run your business, then any waste from that part is commercial/business waste. For example:</p> <ul style="list-style-type: none"> • Post you get. • Food your staff eat or drink on the business premises. • Damaged or scrapped items. • Cleaning materials. • Litter bin contents. <p>Commercial/business waste also includes any waste that comes from:</p> <ul style="list-style-type: none"> • Construction. • Demolition. • Industry. • Agriculture. • Holiday accommodation. <p>Commercial Waste Services provided by Orkney Islands Council include cost effective, reliable and environmentally responsible waste management solutions to a wide range of businesses. We aim to provide you with a quality, reliable service at an annual fixed cost and we do not make a profit from our services.</p> <p>For information on business waste disposal see <Insert link to question where can I dispose of business waste></p>
Can I use my permit to dispose of renovation waste?	<p>Waste generated by trades/businesses working at your house, such as plumbers or joiners, counts as business waste. Under no circumstances should you use your permit for business waste. Householders have a duty of care to dispose of their waste appropriately.</p>
Where can I dispose of business waste?	<p><i><sections of text copied from OIC website></i></p> <p>We provide businesses with a range of fixed price waste services and we do not make a profit from our services. You can arrange a collection service or drop off at one of our dedicated commercial/business waste sites.</p> <p>Businesses can take their waste and recycling to Chinglebraes (or Bossack for inert landfill, hazardous and garden waste) provided you have set up an account and are registered as a waste</p>

Who's affected Question(s)	Who's affected Answer
	<p>carrier though SEPA. Any unlicensed carriers may be turned away at our facilities. Setting up an account with OIC is free and businesses will be invoiced monthly.</p> <p>Collection services can be, wherever possible, tailored to the needs of your business, the amount of waste you produce and the amount of times you need your bin(s) emptied. Businesses can also arrange a one off special collection from commercial premises. For further information on any of these services please contact Development and Infrastructure on telephone number 873535 extension 2320.</p>
How can I dispose of my waste if I can't have a permit?	Permits are issued to householders for household waste only. If you have been refused a permit because you have business waste, please see <insert link to question on where can I dispose of business waste>
I am visiting Orkney, can I access HWRCs?	Visitors – to be addressed at a later date but noting that sites are for the use of resident householders only.

Application process and terms and conditions

Application process and terms and conditions Question(s)	Application process and terms and conditions Answer
How do I get a permit? How can I apply for a permit?	<p>You may request a permit:</p> <ul style="list-style-type: none"> • Online at <insert link to application form> • By telephone 01856 873535. • In person at the customer service centre in Kirkwall or Stromness.
What information will I need to provide before being issued with a permit?	<p>In order to apply for a permit, you will need to supply:</p> <ul style="list-style-type: none"> • Your name. • Address. • Vehicle registration <insert link to question Why do I need to provide vehicle details in my application?>
What do you do with my data?	<HOLD – action to speak to George Vickers to get standard text>
How long will it take for my permits to be issued?	On applying for a permit, you will receive an email notification confirming receipt of your application and to expect a response within X days, if you do

Application process and terms and conditions Question(s)	Application process and terms and conditions Answer
	not receive a response within this timescale your application may have been referred. If outwith this timescale, please contact us for information on application progress <insert link to contact details>
I haven't received/don't have a permit but want/need to visit a HWRC. What do I do?	<p>If you do not display a valid permit you may be challenged by site operatives. However, you will still be able to deposit your waste. If you have not yet applied for a permit, please do so <insert link to how do I apply question>.</p> <p>Permits should be issued within X working days of successful application. If you have not received your permit within these timescales, please contact us <insert link to contact details></p> <p>If you do not qualify for a resident's permit, please see the commercial/business waste disposal options. <insert link to question where can I dispose of commercial/business waste?></p>
How many permits can I get?	<p>One permit per household, up to two vehicles can be listed on the permit. Permits can be used at any of the HWRCs.</p> <p>If it is a house of multiple occupancy a permit will be provided for each resident following a successful check of Council records.</p>
Is there a charge for a permit?	No, HWRC permits are issued free of charge.
When does the permit expire?	<p>There is currently no expiry date on the permit, but the Council reserves the right to introduce an expiry, withdraw or replace permits.</p> <p>If you change vehicle or address, you will need to return and renew your permit.</p>
What happens if I move or change vehicle?	If you move or change one of the vehicles on your permit you will need to return and renew your permit.
What happens if I lose my permit?	Please reapply for a permit and request re-issue.
Can my permit be withdrawn?	<p>OIC may withdraw permits at any time. In applying for a permit you agree to the terms and conditions of use. OIC may withdraw a permit if these are breached, for example if you are:</p> <ul style="list-style-type: none"> • Using the site to dispose of anything other than household waste.

Application process and terms and conditions Question(s)	Application process and terms and conditions Answer
	<ul style="list-style-type: none"> • Using a duplicate or invalid permit. • Using a vehicle that is not listed on your permit. Please note aggressive, confrontational and abusive behaviour towards site staff will not be tolerated and will result in immediate permit removal.

Permit design

Permit design (actual permit) Question(s)	Permit design (actual permit) Answer
What will the permit look like?	<i><HOLD> this will be a physical permit-but details tbc. For example coloured card permit, displaying your unique user number and up to two car registrations. The permit is valid on all HWRCs.</i>

Process on site

Process on site Question(s)	Process on site Answer
How does the permit scheme work?	<p>As of X date you will need a permit before accessing HWRCs. You can apply for a permit online, by phone or in person <insert link to question how can I apply for a permit>.</p> <p>Before visiting your HWRC the permit should be displayed clearly at the bottom of the windscreen on the dashboard. Site operatives will check permits through the windscreen and may stop you if the permit is missing, does not display the correct registration or if they suspect it is not household waste. You may be asked to take part in additional checks, as covered by the permit T&Cs, where an operative may ask you about the waste you are disposing of.</p>
How do I use the permit and what happens onsite?	<p>Before visiting your HWRC place the permit in your windscreen. You may be met by a waste operative who will check the permit through the windscreen. You can dispose of your household waste and recyclates as normal. Please note that you may be questioned by site operatives if you fail to display a valid permit. Site operatives have the right to inspect waste prior to disposal and may ask to do so.</p>
Can I lend or borrow a permit?	<p>Permits detail up to two vehicle registrations and can only be used with one of those vehicles. If allowing someone else access to your vehicle and permit you must exercise extreme care. It is your responsibility to ensure that the permit is used for</p>

Process on site Question(s)	Process on site Answer
	household waste only and in accordance with the permit T&Cs.
What happens if I forget my permit?	Site operatives may challenge you and take a note of your details for checking. You will still be able to dispose of your waste
Can I dispose of someone else's household waste i.e. on behalf of an elderly relative?	If disposing of someone else's waste, such as a friend or elderly relative, you must be certain it is household waste only. No business waste is permitted, and your permit may be removed if the waste is suspected to be business waste.
What if I don't live here but am assisting a friend/relative who is an Orkney resident and require access to an HWRC on their behalf?	You will need a permit to access HWRCs. You may apply for a permit on behalf of the householder to dispose of their waste at an HWRC. <Insert link to permit application>
What happens if I am using a hire vehicle, do I need a permit?	<i><check required></i> If you already hold a household permit you should present this along with your hire vehicle documentation when visiting an HWRC. If you do not have a permit please apply before visiting as you will require a permit to access an HWRC. <Insert link to permit application> <i><CHECK REQUIRED_ what happens if the applicant does not know the hire vehicle registration at the time of application. Should we have an option for 'hire vehicle' in the application></i>
What happens if I haven't got a permit?	If you arrive on site without a permit you may be challenged and asked for your details and the source of the waste. <Insert link to permit application> Be aware permits are for householders only; business waste is not permitted at HWRCs, see <insert link to question on where can I dispose of commercial/business waste> .
Are there any height restrictions at the sites?	Height barriers were in place, but we are seeking to remove these.
What happens if I bring commercial/business waste to the HWRC?	Disposal of business waste at HWRCs is not allowed, OIC have a duty to report any attempted breaches of site licence conditions to SEPA. <Link to commercial services on OIC website>

Monitoring

Monitoring Question(s)	Monitoring Answer
How is the permit scheme monitored?	Permits will be checked regularly by site operatives. Additional operatives may carry out spot checks and inspect the waste prior to disposal, as outlined in the T&Cs.

Contact

Contact Question(s)	Contact Answer
How can I get more information or advice?	We have additional information within these FAQs which link to relevant sections of the Council's website. Alternatively, phone or email Customer Services on telephone number (01856) 873535 or customerservice@orkney.gov.uk .