

New HRC van and trailer permitting scheme Briefing Note No. 24-07

Service: Waste Management

Further Enquiries to: Martin Litherland – Head of Waste Management

Date Prepared: 08/04/2024

Direct Line: (01225) 718524

Introduction

As part of Medium-Term Financial Strategy savings measures, it was resolved at Full Council in February 2023 that the council would re-introduce the vehicle permitting system at HRCs during 2023/24.

The revised permitting scheme required several new digital systems to be put in place to make sure that residents can apply online and that staff on site can easily see the details of permits. The development and testing of these new systems took longer than anticipated, therefore the implementation was delayed until April 2024.

These new systems have now been developed and this briefing note provides an overview of the timeframe for implementing the new scheme.

1. Changes to the permitting scheme

- 1.1. The previous physical paper permit is being replaced with an electronic system to further reduce administration costs.
- 1.2. A new non-refundable administration fee of £20.00 will be introduced.

2. Key dates

- 2.2 15 April – communications will be issued to existing permit holders and all Wiltshire residents to inform them that they will need to re-apply for a new van and trailer permit before 13 May.
- 2.3 13 May – the new permitting system will go live at all household recycling centres (HRC).

3. Revised permit application process

- 3.1. All residents wishing to access the HRCs with a vehicle that requires a permit will need to re-apply, even if they are in receipt of an existing paper permit.
- 3.2. A new online application and payment has been developed to allow applicants to self-serve.
- 3.3. The online form will request and take payment of the administration fee of £20.

- 3.4. Residents will be sent an electronic permit via email, in the form of a QR code. Customer services will support any residents without smartphones or internet access, wishing to apply for a permit.
- 3.5. Residents will be required to present their permit to site staff upon arrival to each recycling centre for scanning. Site staff will have the ability to search for permits if the resident cannot present their permit, as this will be recorded against an address and vehicle registration number.
- 3.6. Once the QR code has been scanned on site, the system will reduce the number of available visits on the permit by one visit.
- 3.7. The electronic permit can only be used 12 times within 12 months from the date of issue. Once 12 visits have been made, the electronic permit will be void.
- 3.8. In accordance with the existing policy, the earliest date a permit can be renewed will be 12 months from the date it was issued; the permit does not need to be renewed until all 12 visits have been used.

4. Communications plan

- 4.1. A full programme has been developed to communicate these changes. This includes direct correspondence with existing permit holders via emails and letters, and comprehensive FAQs and information on the Wiltshire Council website, briefings for HRC staff, council customer services teams and the waste team.
- 4.2. As this is a re-introduction of an existing permitting scheme, the council has contact details for customers who are recorded as currently hold a vehicle or trailer permit. Most existing permit holders have email address contacts which can be utilised to communicate the reintroduction of the scheme. Where email addresses are not held, letters will be issued with the relevant detail of the changes to the permit system.

For more information, including FAQs, please visit <https://www.wiltshire.gov.uk/household-recycling-centres-permits>.