

Individual Decision



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The attached report will be taken as Individual Portfolio Member Decision on:

Monday, 22nd November, 2021

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Introduction of Digital HWRC Permits

Committee considering report:	Individual Executive Member Decisions
Date of Committee:	22 November 2021
Portfolio Member:	Councillor Steve Ardagh-Walter
Date Head of Service agreed report:	11 November 2021
Report Author:	Kofi Adu-Gyamfi
Forward Plan Ref:	ID4160

1 Purpose of the Report

1.1 This report aims to:

- (a) set out the proposal to introduce a digital permit system to replace the existing paper-based system used by residents to access the Council's Household Waste Recycling Centres (HWRCs);
- (b) Flag potential benefits, risks and issues identified for the project; and
- (c) Recommend that approval is granted to the proposal to introduce digital permits.

2 Recommendation

2.1 It is recommended that the Executive Member for the Environment grants approval to the proposal to introduce digital permits to manage access to the Council's HWRCs.

3 Implications and Impact Assessment

Implication	Commentary
Financial:	<p>The project has been funded using the Waste team's existing capital and revenue budgets. No new funding is required.</p> <p>The project will help the Council to make financial savings over time compared to the continued use of paper permits. The digital permit system will cost a total of £47k to implement, with c. £4k in annual maintenance and technical support costs. The existing paper permit system will cost in excess of £40k to replace on a like-for-like basis, together with ongoing annual costs of c. £4k. The main difference in costs between the two</p>

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	<p>options, is that the c. £40k expenditure for the paper permits will need to be incurred every 4 years.</p> <p><i>Unlike the paper permit system, the digital permit system does not need to be replaced every 4 years, so this will result in financial savings. The digital permit system will also help to save an estimated 200 hours of Council officer time each year which could be used more productively on waste enforcement and minimisation.</i></p> <p><i>(NB: these figures exclude costs associated with Council staff time).</i></p>			
Human Resource:	Not applicable.			
Legal:	Not applicable.			
Risk Management:	Selected key risks and identified mitigations have been covered under Section 5.12.			
Property:	Not applicable.			
Policy:	The proposal to change to digital permits will help avoid the use of paper and ink to print and post thousands of paper permits to residents each year as is being done currently. The proposed change will be consistent with the ambitions set out in the Council's Environment Strategy including achieving net zero carbon emissions by 2030.			
	Positive	Neutral	Negative	Commentary
Equalities Impact:				

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<p>A Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on inequality?</p>		√		<p>No potential impacts on individuals with protected characteristics are anticipated. The digital permits are intended to replicate what the existing paper permit system does and will be available to all interested residents. Residents without access to the internet or a suitable technology device will be provided help by Council officers on the phone to register for the service.</p>
<p>B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?</p>		√		<p>Not applicable.</p>
<p>Environmental Impact:</p>	√			<p>The project will have a positive impact on the environment. It will help the Council to avoid printing and mailing out thousands of paper permits to residents on an ongoing basis.</p>
<p>Health Impact:</p>		√		<p>Not applicable.</p>
<p>ICT Impact:</p>		√		<p>Not applicable.</p>
<p>Digital Services Impact:</p>	√			<p>This change will introduce efficiencies for residents and the Council. Residents can register their vehicle details and receive confirmation of their digital permit within a few minutes, instead of having to wait for several days to receive a paper permit under the existing system.</p>

<p>Council Strategy Priorities:</p>	<p>√</p>			<p>The proposed change will result in avoidance of paper and ink usage. This will make a small but important contribution to the continued journey towards achieving net zero carbon emissions by 2030, as set out in the Council's Environment Strategy.</p>
<p>Core Business:</p>	<p>√</p>			<p>The proposed change will have a positive impact on the Council's core business. It will help to deliver on the following Council priorities:</p> <ul style="list-style-type: none"> • <i>Support everyone to reach their full potential</i> <ul style="list-style-type: none"> 8) <i>Help people to help themselves and others.</i> • <i>Ensure Sustainable services through innovation and partnerships</i> <ul style="list-style-type: none"> 22) <i>Use data to better understand our services' beneficiaries to improve the way we interact with them and the services we provide.</i>
<p>Data Impact:</p>		<p>√</p>		<p>Appropriate controls are in place to ensure that resident data is managed in line with applicable data and privacy legislation. The relevant Privacy Notice for the proposed digital permit system has been enclosed at Appendix A.</p>

Consultation and Engagement:	<p>Various stakeholders have been engaged to help us develop these proposals and mitigate potential risks. Selected stakeholder engagement activities have been outlined below:</p> <ul style="list-style-type: none">• Regular and ongoing: Executive Member briefings;• November 2020: Customer First Projects Group attendance;• January 2020 - January 2021: Engagement with Hampshire County Council (HCC) for knowledge sharing purposes. <i>HCC have been using a similar digital permit system for their HWRC facilities;</i>• 26 April 2021: Environment Audit Group attendance;• 29 April 2021: Environment Board attendance; and• 01 October 2021: Briefing of the Council's Liberal Democrat Group.
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4 Executive Summary

The Council owns two HWRCs which are located at Newtown Road in Newbury and Padworth Lane, in Padworth. These facilities are operated on the Council's behalf by the waste PFI contractor, Veolia Environmental Services ("Veolia"). The Council introduced the paper-based HWRC permit system in 2016, to ensure that only residents of West Berkshire District area could access the sites. Another key objective was to deter abuse by rogue traders who might want to deposit commercial and industrial waste at the sites without incurring any costs.

The paper permits are typically valid for 4 years and have to be replaced thereafter. Most of the existing paper permits expired in September 2020 but they have continued to be accepted at the HWRCs whilst the Council developed a new approach for managing site access.

The digital permit system has been identified as the most suitable option to manage site access for the Council's residents in an efficient and value for money way.

Key Drivers and Benefits: the key drivers and benefits associated with the introduction of the digital HWRC permits include:

- a. The existing paper permits have expired, even though they continue to be accepted by the Council as being valid for site access. Digital permits will improve the customer experience and ensure that they receive confirmation of their permits within minutes of registration, compared with waiting for several days to receive a paper permit under the existing approach;

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- b. Digital permits will help to continue and improve the prevention of the illegal deposit of commercial or trade waste at the HWRCs;
- c. The change to digital permits will contribute to the ongoing drive for improved digital engagement and customer services by the Council. This is made even more important due to the covid pandemic and the logistic difficulties associated with printing and mailing thousands of paper permits;
- d. It is estimated that about 200 hours of the Council's Waste team's staff time is spent administering the paper permit system each year. If we move to digital permits, the savings in officer time can be used to prioritise other work priorities such as assisting vulnerable residents with their queries or enforcing against fly-tipping. A small cost saving would be realised compared with the ongoing use of the paper permits; and
- e. The proposal to switch to digital permits is also driven by the Council's priority to maintain a green district. It will help to minimise local environment impacts through reduced usage of paper and ink. Additionally, the change will help deliver sustainable services through innovation and partnerships expanding our partnership with Veolia to improve the service we provide to residents.

It is recommended that approval is granted for the introduction of digital HWRC permits from 30 November 2021.

5 Supporting Information

Introduction

5.1 This report sets out proposals to introduce digital permits for residents' access to the Council's HWRCs.

Background

5.2 The Council owns two HWRCs which are located at Newtown Road in Newbury and Padworth near Reading. These facilities are operated on the Council's behalf by the waste PFI contractor, Veolia Environmental Services ("Veolia").

5.3 The Council introduced the existing paper-based HWRC permit system in 2016, to ensure that only residents of West Berkshire District area could access the sites. Another key objective was to deter abuse by rogue traders who might want to deposit commercial and industrial waste at the sites without incurring any costs.

5.4 About 65,972 paper permits were issued at the beginning of the scheme in 2016. Since then, an average of approximately 3,700 permits have been sent out by the Council each year to replace lost or damaged permits, or to householders moving into new properties within the District. The current process involves considerable administration and staff time to review applications, and arrange printing and mailing of paper permits to householders. It is estimated that about 200 hours of the Council's waste team's staff time is spent administering the paper permit system each year. If we move to digital permits, the savings in officer time can be used to prioritise other work priorities such as assisting vulnerable residents with their queries or enforcing against fly-tipping.

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- 5.5 The paper permits are typically valid for 4 years and have to be replaced thereafter. Most of the existing paper permits expired in September 2020 but they have continued to be accepted at the HWRCs whilst the Council developed a new approach for managing site access.
- 5.6 The digital permit system has been identified as the most suitable option to manage site access for the Council's residents in an efficient and value for money way. The benefits of the proposed digital system include the fact that residents can register their vehicle details online and receive confirmation of the digital permit within a few minutes. That is an improved customer journey compared to the current approach where the resident will have to wait for several days for the Council to review the application and then post a printed paper permit to the residents.

Proposals

- 5.7 Under the proposed option, each household within the Council area can register their details and obtain digital permits for up to 3 cars or 1 commercial-type vehicle. Residents can register for themselves by first creating a *My Account* profile on the Council's website. The Council will also provide assistance on the phone to residents who do not have access to internet facilities or digital devices, so that they can register their vehicle details.
- 5.8 Validated vehicle registration numbers will then be shared with an Automatic Number Plate Recognition (ANPR) system. This will ensure that the ANPR equipment installed at the entrance to the two HWRCs can detect registered vehicles and facilitate access. Vehicles which are not registered for digital permits will not be recognised by the ANPR equipment and an alert (i.e. beep sound) will be sent to site operatives who will then approach the vehicle occupant and provide required assistance.
- 5.9 Registering for the digital permits would be a relatively quick and straight-forward process (requiring less than 3 minutes after a resident has signed up for a My Account profile). After the initial registration, householders can easily amend their vehicle details including deleting vehicles they no longer own or adding new vehicles to their account. An infographic summary of the registration process has been shown under Appendix B.
- 5.10 The digital permit system will open for registration to residents from Tuesday 30 November 2021, subject to successful approval of these proposals by the Council's Executive Member for the Environment. The intention is to allow a three-month "soft launch" period during which the Council and contractor's site operatives will encourage residents wishing to visit the sites to register for the digital permits. We are mindful that process changes may require some time for residents to fully adapt to them. Therefore, site staff have been trained to provide required assistance to residents who show up at the sites with a valid booking but without having registered for a digital permit. Assistance could include allowing the resident to park in a designated bay to complete their registration and giving them a leaflet which explains the process. After the initial three-month period of the digital permit registrations (i.e. after 28 February 2022), site staff will no longer allow vehicles owners without a digital permit to access the site.
- 5.11 It is important to note that the digital permit system is not intended to replace the need for residents to book an appointment online before they visit the sites. Residents who

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have registered for the digital permits will still need to book an appointment before they visit the HWRC facilities.

5.12 Selected Risks and Mitigations: as discussed, the project has many benefits. However, there are a few risks which the Council's waste team has identified effective mitigations for. The table below shows selected key risks associated with the introduction of the digital permits and the mitigations identified.

Risk	Mitigation
If there is failure to get internal approval for the change to digital permits.	This risk is rated <i>Low</i> There has been extensive engagement with key internal stakeholders ahead of this operational change. Both the Executive Member for Environment and the Liberal Democrat Group have been briefed to explain the benefits of this change, and concerns raised have been suitably addressed.
If the decision is taken by the Portfolio Holder but it is then called in.	This risk is rated <i>Low</i> This could result in a delay to the implementation date. The report has made an allowance for the call-in period and implementation has been planned to commence on Tuesday 30 November after the applicable call-in period has expired.
If residents do not find the registration process user friendly support this change.	This risk is rated <i>Low</i> The vehicle registration process has been developed and robustly tested to ensure that it is simple and can be completed within three to five minutes by residents. An internal focus group of selected members and Council employees who are also residents have been invited to test the registration process and provide feedback ahead of the launch date. A helpful illustrative step-by-step guide has been produced to help residents to register. This has been enclosed under Appendix B. FAQs about the change will also be made available to residents to help to address key questions. The FAQs can be found under Appendix C.

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<p>If some residents arrive at the HWRC facilities without having completed a digital permit registration.</p>	<p>This risk is rated <i>Low to Medium</i>.</p> <p>If a resident arrives on site without a digital permit registration, site staff will approach them and offer required advice and information to help them register. The resident may be allowed to park in a lane on site to complete the process before they are allowed to tip their waste. Site staff will be suitably accommodating during the first three months after launch (until 28 February 2022) and may allow residents to tip their waste if they have a valid booking but will remind them about the need to complete the digital permit registration before their next visit.</p>
<p>If some residents do not have access to technology devices or the internet and cannot register their vehicle details.</p>	<p>This risk is rated <i>Low to Medium</i>.</p> <p>The online digital permit registration process is straight-forward, so it is anticipated that the majority of residents can complete the registration themselves. The Council is arranging assistance via phone lines for the smaller number of residents who may not have access to technology devices or the internet.</p>

5.13 If the proposed change is approved, the Council's waste team will roll out a communication campaign informing residents about the change and requirement to register vehicles online. Channels to be used include:

- Social media accounts;
- E-newsletters;
- Banners at the HWRC entrances;
- Bin hangers; and
- Notices at selected key locations e.g. libraries, leisure centres and Council offices.

6 Other options considered

6.1 The following alternative options have been considered:

Option	Recommended?	Comment
Option 1: Do Nothing	No	This option will involve continue to let residents use paper permits. Many of these permits are out of date (with an

		expiry date of September 2020). The Council will also need to send out new permits for lost or damaged permits, as well as new households. This approach uses up significant Council officer time and is also not good for the environment due to the continued use of paper. This option is not being recommended.
Option 2: Send new paper permits to all households in the District.	No	This option will involve printing and posting paper permits to about 69,000 households in the District, followed by ongoing replacements for lost or damaged permits. This will be costly and resource intensive to administer. It is also not environmentally friendly and is inconsistent with the Council's ambition to move towards a more circular economy and achieve net zero carbon emissions by 2030.
Option 3: Introduce a digital permit system.	Yes	This is the Recommended Option. It will help the Council to serve residents using our HWRCs in a more efficient manner. Residents applying for a new digital permit will typically receive confirmation within a few minutes instead of having to wait for several days under the existing paper-based system.

6.2 Option 3 (i.e. the introduction of digital permits) is the recommended option. The Do-Nothing option (i.e. Option 1) and Option 2 will mean that the Council has to continue printing and sending paper permits to residents at significant cost and requiring ongoing staff time commitment to administer. Options 1 and 2 above are not being recommended.

7 Conclusion

7.1 The introduction of digital permits to replace the existing paper-based system will have significant benefits for residents and the environment. Avoidance of paper use will make a small but important contribution to the Council's ambition to demonstrate leadership in achieving greater environmental stewardship and is aligned with the aspiration to achieve net carbon zero emissions by 2030. Residents can receive prompt confirmation of the permits after registering online (or with assistance from Council officers, where

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required). The proposed change will also help reduce the administrative burdens placed on Council officers in managing the paper-based system.

7.2 It is recommended that approval is granted so that digital permits can be introduced from Tuesday 30 November 2021.

8 Appendices

The following appendices have been enclosed separately:

Appendix A: Privacy Notice for HWRC Digital Permits

Appendix B: Infographic Summary of Digital Permit Registration Process

Appendix C: FAQs - Registering Your Vehicle Online for Access to Recycling Centres

Background Papers:

Not applicable.

Subject to Call-In:

Yes: No:

The item is due to be referred to Council for final approval	<input type="checkbox"/>
Delays in implementation could have serious financial implications for the Council	<input type="checkbox"/>
Delays in implementation could compromise the Council's position	<input checked="" type="checkbox"/>
Considered or reviewed by Overview and Scrutiny Management Committee or associated Task Groups within preceding six months	<input type="checkbox"/>
Item is Urgent Key Decision	<input type="checkbox"/>
Report is to note only	<input type="checkbox"/>

Wards affected: All

Officer details:

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Document Control

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Author:			
Owning Service			

Change History

Version	Date	Description	Change ID
1			
2			

Privacy Notice

PURPOSE OF THIS PRIVACY NOTICE

This privacy notice sets out how West Berkshire District Council (the “**Council**”) will use your personal data, and your rights in relation to that personal data. This document describes how and why we collect, store, protect, process and share the data you give to us. It is written in accordance with the UK data protection legislation.

This notice relates to personal data collected under the Household Waste Recycling Centre Permit Scheme (the “**Service**”) via My Account. We will use this information to confirm your eligibility to use our Household Waste Recycling Centers as per the Household Waste Recycling Centre User Guide.

This notice applies to potential, current and former customers of the Service and those we have contacted but have opted not to partake in the Service. It is important that you read this notice so that you know how and why we use information about you. It is also important that you inform us of any changes to your personal information so that the information which we hold is accurate and current.

Date of Issue:

Update History:

<i>13 September 2021</i>	First issue of a new Privacy Notice

Directorate: Place
Service: Environment
Team: Waste

About the Organisation

The Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire District Council
Market Street
Newbury
Berkshire
RG14 5LD

ICO Registration Number: **Z6825178**
<https://ico.org.uk/ESDWebPages/Entry/Z6825178>

The Data Protection Officer

Contact details for the Data Protection Officer at the Council can be found at:
<http://info.westberks.gov.uk/dpofficer>

THE PERSONAL DATA WE HOLD ABOUT YOU

We will process the following personal data about you:

- Your full name and contact details
- Household address
- Vehicle registration number/s (up to 3 vehicles per household)
- Type, make, model and colour of vehicle

These details are collected and held on My Account and will be protected using up-to-date technical and organisational security measures.

Where you are applying for a Commercial Type Vehicle Permit, the Council will also collect an image of

- VC5 registration certificate (inside page only)
- Proof of address

We will also collect the following personal data about you when you visit our Household Waste Recycling Centres:

- Vehicle registration numbers, time and date of visits
- Image of your arrival (stored for 365 days)

These details are collected and stored on Veolia ANPR software provided by Jenoptik for selected Council and Veolia staff use only and will be protected using up-to-date technical and organisational security measures. This data is stored by Jenoptik using UK data centers.

SOURCE OF YOUR PERSONAL DATA

We collect the above information about you from the data you enter when you choose to register for My Account at <https://www.westberks.gov.uk/register>, following registration for a Household Waste Recycling Centre Online Permit via My Account and when visiting our Household Waste Recycling Centres.

PURPOSE AND LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA

In accordance with the data protection laws, we need a "legal basis" for collecting and using information about you. There are a variety of different legal bases for using personal data which are set out in the data protection laws.

We have set out below the different purposes for which we collect and use your personal data, along with the legal basis we rely on to do so.

Why we use your information	Our legal basis for using your information
<ul style="list-style-type: none">• Confirm your eligibility to use the Household Waste and Recycling Centres• Identify the type (M1, N1 or other), colour and	Performance of a contract: Article 6b of the General Data Protection Regulations ("GDPR") namely

Why we use your information	Our legal basis for using your information
<p>make of vehicle with the Driver and Vehicle Licensing Agency</p> <ul style="list-style-type: none"> • Provide you with the correct Permit to access our Household Waste and Recycling Centres • Allow you access to our Household Waste and Recycling Centres • Contact you on an annual basis to request that you make sure the data we hold about you is up to date and relevant. • Contact you in the event of any query or issue, including any warnings of misuse <p>Sharing your personal data with contractors, as set out below, so that the Council can provide the Scheme. Only data that is relevant to the particular function the contractor is performing is shared.</p>	<p>processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract.</p> <p>Public Task: Article 6e of the GDPR namely the processing is necessary for the performance of a task carried out in the public interest.</p> <p>Consent: Where you have provided your consent for us to use your personal data in this way. If you do not wish the Council to process your personal data, it will be unable to establish a contract to provide the service for you</p>

SHARING YOUR PERSONAL DATA

We share your personal data with third parties where it is necessary for the delivery of the Scheme.

The third parties we will share your personal data with are set out below: -

- Vehicle registration mark only, solely for the purpose of obtaining vehicle type, make and colour - **Driver and Vehicle Licensing Agency (“DVLA”)**
- Vehicle registration mark only, solely for the purpose of allowing eligible users into our recycling centres, in permitted vehicles, and to monitor use and identify misuse of the Household Waste Recycling Centres. - **Veolia** (<https://www.veolia.co.uk/>) and their automatic number plate recognition provider **Jenoptik** (<https://www.jenoptik.com/>).

Veolia’s ANPR privacy notice, is available publicly here - <https://www.veolia.co.uk/privacy-policy>.

RETAINING YOUR PERSONAL DATA

Your personal data will not be kept longer than necessary and will be stored securely by us for as long as you have an active Household Waste Recycling Centre Online Permit. We will store personal data of inactive permits for a maximum period of 1 years. Images, time and date of arrival captured by automatic number plate recognition will be stored for a maximum of 365 days.

You can check how long the Council will keep each type of data against our retention schedule (www.westberks.gov.uk/retention).

YOUR RIGHTS

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.
- **Withdraw consent** to the processing of your personal data at any time, where processing is based on your consent. To withdraw your consent, please contact our Data Protection Officer using the contact details below. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

HOW TO MAKE A REQUEST

If you wish to make a request associated with any of the rights listed above, contact the Council using the contact details at the top of this notice.

INTERNATIONAL TRANSFERS

Your personal data will not be processed outside the UK or by an international organisation.

COMPLAINTS

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an independent regulator. Further

information can be found at: <https://ico.org.uk/make-a-complaint/your-personal-information-concerns/>

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
0303 123 1113

Email: casework@ico.org.uk

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

CHANGES TO THIS PRIVACY NOTICE

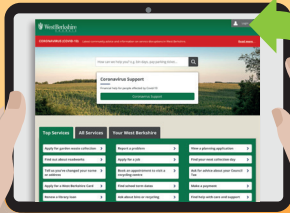
We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

END

Register your vehicle online to visit the Recycling Centre

STEP 1

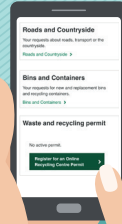
To start, you will need to login or create a West Berkshire My Account. It's very quick and easy.



www.westberks.gov.uk/myaccount

STEP 2

Then simply complete the *Register for an Online Recycling Centre Permit* form.



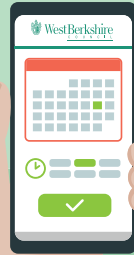
STEP 3

The status of your permit will instantly show in your My Account and you will receive an email with your successful registration.



STEP 4

Before you visit our Recycling Centres remember to book an appointment.



www.westberks.gov.uk/clickandtip

STEP 5

When you arrive at our recycling centre, your vehicle will be recognised by the cameras to allow you access.



STEP 6

If you move house or change your vehicle remember to update your details in your My Account.



www.westberks.gov.uk/myaccount

For more information including FAQs please visit www.westberks.gov.uk/recyclingcentres

Newtown Road Recycling Centre, Newbury RG20 9AG

Recycling Area 3

mixed glass bottles & jars	garden waste
scrap metal	wood & timber

Recycling Area 3

Please flatten cardboard boxes to fit through slots

cardboard

Recycling Area 3

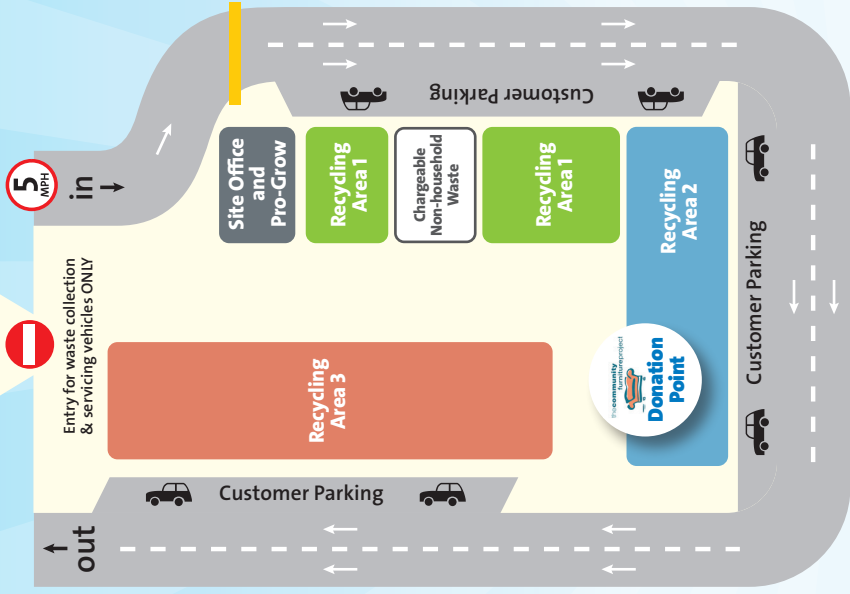
mobile phones	printer cartridges
small appliances	

Donation Point

discs	toys	bicycles
furniture	brit-a-brac	

Recycling Area 2

large appliances	mixed light bulbs	tvs & monitors
food & drinks cartons		



Recycling Area 1

paint	household & garden chemicals
cooking oil	used engine oil

Chargeable Non-Household Waste

tyres	plasterboard
hardcore & rubble	soil

Charges apply

Recycling Area 1

mixed textiles & clothes	shoes	paper
books	batteries	gas bottles
plastic bottles & cans	plastic pots, tubs and trays	fire extinguishers
car batteries		

You can also dispose of the following non-recyclable items here:

- bulky waste
- black bag rubbish

You can dispose of asbestos here. For more information www.westberks.gov.uk/newtownroad

asbestos

Your questions answered: Online Permits for Access to our Household Waste Recycling Centres

FAQS

What's changing?

We are introducing a new online registration scheme which will replace the current paper permits used to access our Household Waste Recycling Centres at Newtown Road in Newbury and Padworth Lane in Padworth.

Your household will be able to register for an online permit from the 24 November 2021 via the Council's [My Account](#) service.

There each household can register up to 3 Cars, as set out in our user guide, as well as managing changes to the details registered for the permit.

We will continue to accept paper permits and proof of West Berkshire address for cars until 28 February 2022. Paper permits for Commercial Type Vehicles will be accepted until 28 February 2022.

Non-residents and our temporary one day pass permits are not affected by this change.

Who needs to register for this?

Any West Berkshire household who has household waste to recycle or dispose of at our Household Waste Recycling Centre needs to register for an Online Permit by the 28 February 2022.

You are not allowed to recycle or dispose of commercial/trade/business waste at either of our Household Waste Recycling Centres.

Why are you changing from a paper permit to online registration?

The online system will enable households to register and update their vehicle, address and contact details instantly, allowing for seamless entry to our Household Waste Recycling Centres, so long as they have [booked an appointment](#).

During the registration process we will check the vehicle registrations provided with the DVLA to make sure you register for the correct type of permit. We only provide your vehicle registration number with the DVLA we do not share your personal information with them.

Moving to an online permit system will also mean that we do not need to print and post over 60,000 permits to replace those that have or are soon to expire, nor will we need to print and post up to 3,000 additional permits for new properties or lost permits every year.

The few residents who only have access to a Commercial Type Vehicle will still need to apply for a permit before they can visit. Which you can do during the registration process.

Are the rules around the permit system changing?

We are not changing the rules around what type of vehicles can access our Household Waste Recycling Centres or what type of waste can be disposed of at site.

We will still only accept [Household Waste](#).

Car permits will need to be updated or confirmed at least once over a 3-year period to stay valid. We will send annual reminders to make sure you keep your information up to date.

Commercial Type Vehicle permits will expire after 1 year rather than 2, but can be renewed easily online.

How will you know if my vehicle is registered?

Padworth and Newbury Household Waste Recycling Centres have Automatic Number Plate Recognition (ANPR) cameras that will automatically read your vehicle number plate when you enter site which will let site staff know if your vehicle has not been registered. If you haven't registered site staff will stop to see if they can help you.

You will not be provided with a physical permit.

How many vehicles can I register?

Each household can register up to 3 Cars.

If the only vehicle you have registered at your address for which you pay council tax to West Berkshire Council is a restricted vehicle as described in [Household Waste Recycling Centres - UserGuide \[2Mb\]](#) and you have no suitable alternative mode of transport for taking your household waste to a Household Waste Recycling Centre you can register 1 Commercial Type Vehicle.

How do I register my vehicle?

To register your vehicle you will need to go online to: www.westberks.gov.uk/myaccount and login or register for a My Account.

There you can register your vehicle(s). If you are registering a Car(s) the permit should become live instantly. Commercial Type Vehicle permits will take up to 15 days to be assessed and processed.

The status of your permit will show in your My Account and you will receive an email confirming the outcome of your registration.

If we are unable to verify the vehicle type during the registration process we will need to review your application to ensure that you are provided with the correct permit, which may take up to 15 days

I currently have a Commercial Type Vehicle permit, do I need to register online?

Yes, you will need to register online via www.westberks.gov.uk/myaccount before the 28 February 2022 even if your paper permit is valid past that date. We will contact you directly to make sure you register in time. You will still need to provide additional information such as a photo of the inside of your V5 (log book) as well as proof of address.

What if I change or sell my Car or move house, do I need to register again?

If you sell or buy a new Car or move home within West Berkshire, you will simply need to log into your My Account and update your vehicle or address details. You will need to do this ahead of your next visit to a Household Waste Recycling Centre.

If you move outside of West Berkshire please cancel your permit.

When will the online registration scheme begin?

You will be able to register your vehicles from 24 November 2021. We will continue to accept paper permits and proof of address for cars only, until 28 February 2022.

From 28 February 2022 Cars and Commercial Type Vehicles accessing the recycling centres must be registered online and paper permits will no longer be accepted.

Will I be refused access to the recycling centres if my Car is not registered?

No, but your visit will be impacted after the 28 February 2022 because you will need to complete the online registration process prior to being able to use the site.

There will be a limited space to 'pull over' and complete the registration on your own smart phone/device at both Household Waste Recycling Centres.

Site staff will be unable to assist you completing your registration and will need to see confirmation that your registration was successful before you are able to use the site.

If you are unable to complete registration on site or show your permit or proof of address within West Berkshire (up to the 28 February 2022 only), you will need to leave site, without depositing your waste.

Will I be refused access to the recycling centres if my Commercial Type Vehicle is not registered?

You will still be able to access our Household Waste Recycling Centre if you have a valid paper permit up to 28 February 2022.

If you do not have a valid paper permit you will need to complete an application via My Account www.westberks.gov.uk/myaccount and provide the relevant supporting information for assessment. This can take up to 15 working days.

You may be able to make use of our [temporary permit scheme](#) while you are waiting for your application to be approved.

How do I subscribe if I don't have internet access at home?

If you do not have your own internet access or a smartphone or any friends or family members who can help you with this, one of our officers can assist you by

- calling customer services on 01635 519080

Please be aware that it may take up to 15 working days following receipt of your request for assistance to set up your permit.

Please note that our phone lines are very busy at this time and we would prefer to prioritise helping vulnerable residents.

Residents are kindly requested to only call if they cannot do it online or have a friend or family member assist them.

I don't have an email address, can I still register amend/close my permit?

You will need an email address to create a My Account online. If you do not have an email address you can easily create one, details of some popular, free email accounts, including how to set these up, can be found by clicking on the links below:

- [Gmail](#) from Google
- [Outlook](#) from Microsoft
- [iCloud](#) Mail from Apple
- [Yahoo!](#) Mail from Verizon

You can also find useful information on how to set up an email account, along with other email essentials at [Age UK](#).

Information on how to deal with unwanted emails, known as "spam" can be found [here](#).

If you do not have or want an email address one of our officers can assist you by

- calling customer services on 01635 519080

Please be aware that it may take up to 15 working days following receipt of your request for assistance to set up your permit.

Please note that our phone lines are very busy at this time and we would prefer to prioritise helping vulnerable residents.

Residents are kindly requested to only call if they cannot do it online or have a friend or family member assist them.

How do I register a permit for a friend or family member?

If you are kindly registering a permit for a friend or family members household you will need to create a My Account with an email address.

You can only have one My Account per email address.

Once you have registered your friend or family members household please only provide us with their phone number during the permit registration, that way we can contact them directly regarding their permit if required.

How will site staff assist me registering for a permit?

Site staff will be unable to assist you completing your registration.

However they will be able to provide you with a guide on how to register for a permit, as well as a safe place to 'pull over' and register on site.

We advise that you register for your Online Permit before your next visit to either of our Household Waste Recycling Centres.

How will you use my personal information?

During the registration process we will collect personal information for the purpose of confirming that you are a West Berkshire resident. We will also use the vehicle registration number(s) you provide to us to verify the vehicle type with the DVLA to make sure we issue you the correct type of permit.

This information will be held in a secure manner. We won't use your information for any other purpose without your permission. We won't hold it longer than we need to.

We will treat any personal information by which you can be identified (ie name, address, email etc) in accordance with the provisions of the Data Protection Act 2018.

You can review our Privacy Notice [here](#).

How will you make sure my information stays up to date?

We will email you around every 12 months to remind you to update your details to make sure you don't have any issues accessing our Household Waste Recycling Centres when you visit. If after 3 years you haven't updated your details we will ask you to confirm that they haven't changed via your My Account. Failure to do so will result in your permit registration being withdrawn.

Commercial Type Vehicle permits will now expire after 1 year, rather than 2. However if your details do not change you will be able to easily extend the permit for a further year via your My Account.

We may contact you to ensure that the details you have provided are correct and may withdraw your permit at any time without notice if we are not satisfied with the information you have provided.

Why can't you find/confirm my vehicle type?

The DVLA doesn't always hold data on the type of vehicle registered to a vehicle registration mark, particularly if the vehicle is more than 20 years old.

If we advise you that we can't verify the type of your vehicle (M1 passenger, N1 light goods) during the registration process we will ask you to tell us what type of vehicle it is before we verify your answer by undertaking some further checks. Please refer to our [user guide](#) before selecting the vehicle type.

It may take us up to 15 working days to complete this process.

The form states that vehicles are already registered at my address, why and what do I do?

While completing your registration, if a message appears stating

The address you have entered already has an active Recycling Centre permit.

Please check with members of your household before proceeding, as continuing with this registration will replace the current information held against this property.

If your household needs to update or change the information held against your permit please sign in to the My Account used to register for your households permit.

If you have recently moved into the property please continue.

This means that a vehicle(s) is already registered at the address you have selected. Please check with the other members of your household to make sure that they haven't already registered before you continue.

If you have recently moved into your address the vehicles may belong to the previous occupier.

If you are certain that you are ok to continue, please do. The registration information that you have inputted will override the current permit information at the property.

The previous occupier will be notified by email that their permit has been closed.

My vehicle has foreign plates, can I register to access the Household Waste Recycling Centres?

No, you can't register your vehicle if it has foreign plates. If the only vehicle you have access to has foreign plates and you are a resident of West Berkshire please contact us on 01635 519080 or by email at recycle@westberks.gov.uk for further assistance.

I added a vehicle to my permit and my permit is no longer showing in My Account. It states *Online Recycling Centre Permit application awaiting approval*. What's happened?

This happens when you add a vehicle where we are unable to verify the vehicle type, because the DVLA do not have this information.

We will confirm this ASAP and if approved your permit will show again.

However you will not be able to visit our Household Waste Recycling Centres until we have approved the permit. If we reject the new vehicle the permit will be closed and you will need to re-register any car you had registered previously.

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