

## **Annex One – Policy amendments**

### ***I. ALL references to commercial vehicles within relevant documentation should read: ‘Commercial-type vehicles’.***

A complaint was received regarding of the use of the phrase “and/or” in the Van and Trailer Scheme Policy in relation to what constitutes a commercial or commercial-type vehicle. The wording was reviewed and with the agreement of the Cabinet Member for Growth & Infrastructure, Councillor Lorraine Lindsay-Gale the policy was subsequently revised in February 2012 from:

*‘Commercial vehicles are defined as those that are designed to carry goods, not people. They have no rear windows and/or no rear seats, and/or an open back, or a back, which is separate to the main cab area’*

to:

*‘Commercial-type vehicles are any vans or towed trailers that are designed to carry goods, not people. This includes vehicles with any of the following: no rear windows (this means rear windows which are side-facing); no rear seats; an open back; a back which is separate to the main cab area’*

In order that consistency is maintained throughout with regard to the definition of these vehicles and to avoid any perceived inference that a vehicle may be being used for commercial purposes when it is not, all references to commercial vehicles within relevant documentation should read: ‘commercial-type vehicles’.

### ***II. Householders who arrive at site in a commercial-type vehicle or towing a trailer without a permit but are only carrying a single item for disposal.***

*A common sense approach will be taken. Site operatives will telephone the Council’s Service Development Officer or Waste Contracts Officer in this instance to seek approval. The householder’s details will be taken over the phone and any future permit application will have this visit removed from their permit.*

*The Council will keep a record of vehicles which have been allowed to deposit waste under these circumstances in case a site user is attempting to abuse the system.*

The wording above allows for entry to householders with only one item in a commercial-type vehicle or trailer to deposit without a permit in instances where they have not heard of the scheme or have forgotten their permit. This was considered as part of the first review and rejected at that time. However it has continued to be a problem for a number of residents visiting the sites and

therefore the 'common sense approach' originally proposed has been trialled whereby site operatives use their judgement or will telephone the Council's WMG to seek approval for the visitor to use the facility. The householder's details are recorded for any future permit application and a visit subsequently removed from that permit.

WMG keep a record of vehicles which have been allowed to deposit waste under these circumstances in case a site user is attempting to abuse the system. The trial has worked well and has enhanced customer service and reduced the potential for and number of complaints.

***III. Trailers of any size are not permitted to be towed onto site using a commercial-type vehicle***

This wording appears within the 'frequently asked questions' section of the Council's Waste and Recycling webpages. It is also contained within the Council's Waste Acceptance Policy. It should be specifically recorded within the Van and Trailer Permit Scheme Policy. The reason for the restriction is to allow safe access of the site.

***IV. Only mini-buses under 3.5 tonnes laden and no longer than 5.8 metres (19 ft) in length, will be allowed access to the site and will not require a permit.***

*A people carrier is not classified as a mini bus.*

*Mini buses are not allowed to tow trailers onto the HWRC sites.*

The current policy does not allow mini-buses over 3.5 tonnes laden on to the HWRC's at all due to issues with safe access of the site and that should be maintained.

However, mini-buses less than 3.5 tonnes laden with 11 seats or less are allowed on to the site but require a permit.

A key element of the methodology for considering whether or not a vehicle is of a commercial-type and needs a permit is whether they are designed or have been modified to carry people and not goods and it is therefore considered mini-buses under 3.5 tonnes laden, but no longer than 5.8 metres (19 ft) in length, will not require a permit. The reason for the restriction on length and on towing trailers is to allow safe access of the site.

The wording in italics above should be recorded within the policy and all references throughout the policy relevant to mini-buses amended accordingly.

Due to the structure of the Van and Trailer Scheme database, it is not possible to identify all current mini-bus permit holders. Existing mini-bus permit holders will therefore be informed of the change to the policy by site staff when they visit the site.

- V. The permit scheme is made 'paperless' through the issuing of permits electronically, emails are sent to householders and if they wish to print their own permit they can at home.***

The scheme is to be enhanced to establish a predominantly paperless scheme as set out within Annex 2 of this report.

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