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**Report to: Place Committee**

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**Date of Meeting: 20 January 2022**

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**Subject: Review of Access Arrangements and ID at Forthbank**

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**Report by: Strategic Director (Place)**

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## **1.0 Purpose**

- 1.1. This report is to provide an update and review to the committee on the current access arrangements and ID requirements for the Household Waste Recycling Centre (HWRC) at Forthbank Alloa.

## **2.0 Recommendations**

- 2.1. It is recommended that the Committee:
- 2.1.1 Approves to cease the use and concept of resident access cards and to continue with the current controls that have been introduced at the HWRC site in response to the COVID impact on operations. The rationale for this approach is set out in section 3.13.

## **3.0 Background**

The starting point for this paper is a reminder of the Councils Statutory duty, The provision of Household Waste Recycling Centres (HWRC) is made in Scotland under the Refuse and Amenity Act 1978, which states;

*“It shall be the duty of a local authority to provide places where refuse, other than refuse falling to be disposed of in the course of a business, may be deposited at all reasonable times free of charge by persons resident in the area of the authority..”*

- 3.1 The cost of disposing of waste presented at HWRCs falls to the host authority, and it is therefore financially prudent to restrict its use to those eligible to use it. Failure to do so will incur unnecessary costs to the Council and Service which are not sustainable.
- 3.2 While it is difficult to quantify specifically this burden for our own Authority, Fife Council recently quoted an estimate of £1.5 million as the annual cost arising from mis-use of their Centres.

### 3.3 **Previous Controls**

Given the above challenge Clackmannanshire Council agreed some years ago to introduce an access scheme for residents, involving the issue of an addressed card to all households. These cards were renewed periodically, typically every two years.

- 3.4. It emerged over time that as an anti-fraud measure the access card had a significant number of shortcomings, these included;
- Cards being shared with individuals who were not entitled to use the centre;
  - Householders' cards being used by contractors carrying out renovation works at the householder's home, to circumvent the charge levied on commercial organisations to dispose of their waste;
  - Cards being reported as lost and requiring replacement, incurring the cost of administration time as well as that of re-issuing the card.
  - Abuse of the recycling centre and increased costs
- 3.5. It was further noted that replacement requests and misuse of the cards correlated with the length of time between general re-issues of the card. Should re-introduction of the householder card scheme be considered, an annual issue of cards to all residents would have to be undertaken with an initial cost of circa £30,000 per annum (excluding back office costs) for its continual maintenance and update.
- 3.6. **Current Scheme – Photo ID**
- 3.7. Following the successful re-opening of Forthbank after the Covid-19 lockdown in 2020, an online booking system was introduced that was developed in-house by the Waste Service and the Web Manager, with the requirement that users had to verify their booking when attending the site by producing photographic ID that matched the booking details.
- 3.8. Unfortunately, due to a lack of training of temporary staff, there were reports from a number of users, particularly serving and former police officers that they were receiving 'demands' to show their Driver's Licence in order to gain access to the site. For clarification the Council has no legal right to do this, it being the preserve of law enforcement officers.
- 3.9. However this does not stop the Council from adopting a general principle of requiring photographic ID to use the HWRC, and early in 2021 amended guidance was produced on the range of documents that could be used to demonstrate proof of identity, and residence in Clackmannanshire.

<b>Documentation Type</b>	<b>Details</b>
Driver's licence	No additional proof required as this shows both picture and address
National entitlement card	No additional proof required as card shows picture plus name of card-issuing Authority to

	confirm residence.
Blue badge parking card	No additional proof required as card shows picture plus name of card-issuing Authority to confirm residence.
Passport, work ID or club membership card PLUS Official mail such as Council Tax bill, rent letter or *bank statement.	<i>Phot ID plus proof of residence in Clackmannanshire</i>
Unable to provide photo ID	Waste officers empowered to make further investigations into determining eligibility of user, and use discretion on allowing access to the Centre.

*\*Not everyone actually has these with them, many now receive paperless statements*

- 3.10. The current practice carries a number of advantages over the previous scheme;
- There are almost no administration costs for the Council attached to the scheme.
  - Feedback from the public is that they prefer this and find it much easier as people don't usually carry their card anyway or have it anymore.
  - HWRC staff have greater confidence that the site is being used correctly, avoiding the potential for conflict with site users;
  - Overall cost of waste disposal should decrease.
- 3.11. It should be further noted that since the modified photo ID scheme was introduced, no formal complaints have been received to the Council in respect of its implementation.
- 3.12. The Council reserves the right to make further enquiries concerning the ownership of the waste, and may deny access to Forthbank. Current protocols require anyone that the Service has doubts over regarding the source of their waste to complete a Site User Declaration Form which is retained on file to ensure illegal use of the site is minimised.
- 3.13. Based on the cost-savings and effectiveness of the scheme, the Service recommends that the current requirement for photo ID to access Forthbank Household Waste Centre be retained, and the re-introduction of a card access scheme be discounted.
- 3.14. Going forward if the IT capacity was available the Council could look to develop a mobile app that could be used for other Council services that could be scanned, however this would require further work and development and would most likely need external consultants to design and implement and significant financial investment but would still only be a supplement to the existing identification methods.

#### 4.0 Sustainability Implications

4.1. None

#### 5.0 Resource Implications

5.1. *Financial Details*

5.2. Finance have been consulted and have agreed the financial implications as set out in the report. Yes

5.3 The re-introduction of identification passes would put strain on existing limited resources within the Waste Service.

#### 6.0 Exempt Reports

6.1 Is this report exempt? Yes  (please detail the reasons for exemption below) No

#### 7.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities** (Please click on the check box )

Clackmannanshire will be attractive to businesses and people and ensure fair opportunities for all

Our families, children and young people will have the best possible start in life

Women and girls will be confident and aspirational, and achieve their full potential

Our communities will be resilient and empowered so that they can thrive and flourish

(2) **Council Policies** (Please detail)

#### 8.0 Equalities Impact

8.1 Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?

Yes

No X

#### 9.0 Legality

9.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

## 10.0 Appendices

None

## 11.0 Background Papers

11.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered).

Yes

No

(please list the documents below)

### Author(s)

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### Approved by

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