

Waste Shipment News

No: 5

July 2017



For customers and stakeholders interested in the import and export of waste



Key messages and news

Movement Tracking forms - Quality Control issues & Remittance advice



We have recently received a number of movement tracking forms that we are unable to read, due to the poor quality of the scanned copies that have been sent to us. Can customers please double check to ensure that they are of readable quality before they send them on to the IWS team. That way we can process them immediately, without delay, and will save us having to re-request them. You can find an example of one such form that we have struggled to read, at the end of the newsletter! Can we also ask customers to include a payment remittance with their notification, if you have paid us in advance. This will save time spent on chasing up of payments, therefore speeding up the process. Finally it would help us if you could use a relevant heading in the subject field of an e-mail to enable to easily identify what it is about and who the enquiry/information needs to be directed to. As always, we thank you for your co-operation on these matters.

The Pre-consent process (Annex VI - Regulation EC/1013/2006)

The pre-consent status (referred to in article 14 of the WSR) is a specific provision that may be given to a permitted site that regularly receives shipments of the same wastes. It is not for irregular one-off notifications that could be considered speculative. Please refer to the link below for more information.

<https://www.gov.uk/guidance/importing-and-exporting-waste#apply-for-site-pre-consent>

We will be re-looking at all current and future pre-consents to ensure that they are compliant and in line with our guidance.

Continuous Improvement

The Permitting and Technical teams meet regularly as part of our commitment to continue to provide excellence in customer service. A big focus for us this year is ensuring consistency within the team. We strive to provide a consistent approach in our advice and guidance, however we understand the need to review this regularly. With this in mind we are returning to our notification assessment process, in conjunction with Annex 1C of the WSR, and will be communicating out in the near future with further details. So watch this space!

Customer Survey

Customer Feedback

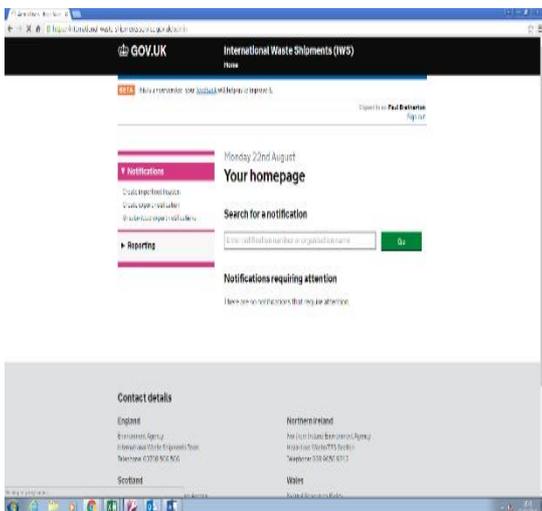


We always aim to provide you with an efficient and high quality service, and one way in which we measure this is through the customer survey. We will always be helpful, polite and respectful when dealing with you and we want to make it easy for you to do business with us. You can trust us to make it easy for you to contact us, to understand you and meet your needs. We listen to your feedback and will tell you what we have done. To help us achieve these commitments, maintain our pledges, and help us to improve on the service that we provide, we need you to tell us what you think of us.

As a customer your opinion really does matter to us. We are committed to improving our customer service and take all your feedback seriously. Please help us to improve our service by completing [this online survey](#) anytime you have any interaction with us.

IWS Online

IWS online - the online system for International Waste Shipments - has been available for our export customers to use since 18th April 2016, and we would like to take this opportunity to thank you all for your involvement in shaping the system. Your support and feedback has been essential in helping us to develop a product that is beneficial to our export customers.



IWS Online: feedback reminder and how to get started

We would like to remind you of one of the important features which is the feedback tool situated on the main homepage. All comments or questions received on this page are anonymous and we would encourage all users to take advantage of this facility, if you wish to raise anything. One of our aims is to share with you details of answers to repeat questions that are sent to us, so once again, watch this space.

If you've not yet used IWS Online to generate your notifications or record your shipment data why not give it a go today! Clicking on this [link](#) directs you to the IWS online system

What do I do if I need help with IWS online?

If you need help to use IWS online, you can call our Customer Service Centre on 03708 506 506 (Mon-Fri 9-5). Our advisors will be able to help you or they will transfer you to the IWS Online Helpdesk for more specialist advice.

If you have any questions or comments about IWS online, you can contact us at: AskShipments@environment-agency.gov.uk

customer service line
03708 506 506

incident hotline
0800 80 70 60

floodline
0345 988 1188

www.gov.uk/environment-agency

Freedom of Information



Read about the Freedom of Information (FOI) Act and how to make a [request](#)

Check our [previous releases](#) to see if we've already answered your question

Make a new request by contacting us at:

FOI requests

Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests

PO Box 544

Rotherham

S60 1BY

Email enquiries@environment-agency.gov.uk

Are you visiting the North West?



Are you planning to be in the North West any time soon? Does your journey heading North, South, East or West take you past the wonderful town of Warrington? If the answer is yes, then we would be more than happy to meet with you to discuss anything concerning International Waste Shipments. Warrington is a town situated between the cities of Liverpool and Manchester. We are close to both Bank Quay and Central rail stations and we are also conveniently situated close to the motorway network (M6, M56 and M62). Our only request is that you let us know in advance so that we can ensure that we have the necessary resources in place to make it happen and that you can tell us in advance what you might want to discuss. For further information please contact the team via [here](#)

Feedback about our communications to you

This is our 5th newsletter and we have been delighted by the comments received back so far. Here is a snapshot of just some of them:

"I really like this newsletter and it is one of the best pieces of communications from the EA for some time. It is pitched at just the right level"

"Informative as always so thanks again"

"We are finding the newsletter very useful"

"Thanks for sending this to us. It looks really good"

"I have found the newsletter very informative. Looking forward to receiving the next one"

Never forget that this newsletter is for you so it is important that you let us know whether there is anything that you might want to see featured. Is there any additional further information that you think that we can provide, any topics that you want to be discussed or is there anything that you may be struggling with where you think we could provide you with further assistance? We will always try, where feasible, to help you. So don't hesitate to ask.

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Guidance: Waste Import and Export



Our guidance on Gov.Uk is updated with any changes made to waste shipments; therefore you should always refer to our pages when making an application. Clicking on this [link](#) will direct you to this guidance

The Waste Exports Control Tool (WECT)



This tool will help you to identify the appropriate classification code for waste which is intended for export and the regulatory controls which apply to certain countries.

Click on this [link](#)

Frequently asked Questions concerning response times

Question: I have received acknowledgment to my notification. When will I receive consent from the Environment Agency?

We have 30 days from the date of acknowledgment in which to make our decision. If it is a pre-consented facility then we have 7 working days. Generally we make our decision in advance of these deadlines, but this can be and is, subject to the volumes of work that we are experiencing in the team

Question: I have also submitted a Financial Guarantee application. When will this be dealt with?

We aim to assess your application within 20 days. This is dependent upon workloads, and the status of your notification.

Question: I have a General Enquiry about exporting waste that I have sent to the [askshipments](#) mailbox. When am I likely to receive a response or answer to this?

Under Environment Agency customer charter guidelines, we aim to respond to correspondence within 10 working days. However, sometimes we may need longer to respond. For example, if you are asking for complex information or if we need to check something with a third party. But we will always get back to you.

Question: I have recently submitted a notification and you have asked for further information from me before you can proceed. If I send the information that you require, back to you now, when will this be dealt with?



We have 3 working from date of receipt to transmit the notification. If we still require further information following your initial response, then we have a further 3 working days from receipt of that information. (All of these response times are exclusive of bank Holidays)

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