

# Waste Shipment News

No: 2

February 2016

The newsletter is for customers and stakeholders with an interest in the import and export of waste

RIGHT WASTE, RIGHT PLACE



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## Change to Banking Accounts



As part of a joined up approach to government departments, Government Banking Services have advised that the Environment Agency will start using new accounts from the 29th February 2016. Further details will be published closer to the time but the existing accounts will have a re-direct facility and customers will be advised that payments have been re-directed automatically.

We are currently assessing how this will affect payments received via CHAPS (*Clearing House Automated Payment System*) or International payments and once again, we will confirm these details to our customers in due course.

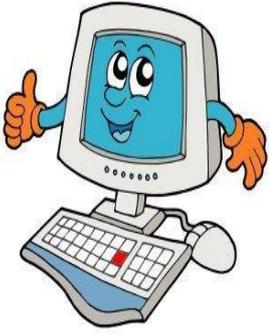
## Courier Service



Did you know that some customers arrange their own courier service to collect the notification package at transmission stage? This has been a fairly recent development and one which we are happy to work with you on if you wish to go down this route. All you need to do is advise of your intention to use a courier at the same time as you send the notification to us, and we will ensure that your package is set aside for your courier collection.



## IWS Online



We wrote to exporters of waste under the International Waste Shipment Regulations, back in May 2015.

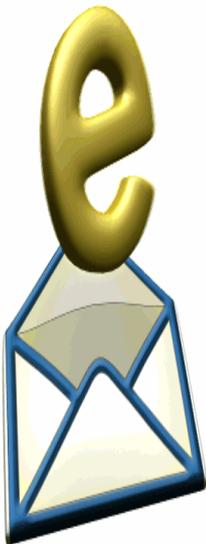
This was to advise you that that we were planning to develop a website for International Waste Shipment customers. Anyone who exports waste will be able to log on to the website to:

- apply for Waste Export Notifications
- create pre-notifications of shipments
- record shipment data
- monitor shipments.

We expect the website to be available for you to use in late spring 2016. Our developers are building the website now, taking account of the comments our IWS customers made in interviews in early 2015. We are working with people from IWS businesses to test the website at each stage of its development, to make sure that the website works for you.

We'll keep you up to date with progress, and give you more details about how you'll be able to use the website with regular emails over the next few months. In late February, we'll be able to tell you more about what you'll be able to do online. So once again, watch this space

## 'Ask Shipments' helpdesk facility



This enquiry mailbox has now been up and running from December 2015, and is proving to be a valuable resource judging by the volumes of enquiries that we have been dealing with recently.

We are currently assessing some of the most frequently made enquiries and may reproduce these in future editions of this newsletter, for your benefit.

The aim of this mailbox is to provide you the customer with a more efficient streamlined service, staffed by a team of dedicated Notification and Technical Officers, who will provide knowledgeable advice to your waste shipment enquires.

**Please note that this mailbox should only be used for general enquiries.**

[askshipments@environment-agency.gov.uk](mailto:askshipments@environment-agency.gov.uk)

If your enquiry relates to a specific notification, please continue to contact the Notifications Officer responsible for that notification as you would under normal circumstances. Any documents that you send to us on a regular basis, such as Movement tracking forms, should continue to be sent to the usual shipments email address as shown below:

[shipments@environment-agency.gov.uk](mailto:shipments@environment-agency.gov.uk)

## Data and statistics

We hope to be able to provide you with further data releases in 2016, which will not be just restricted to RDF data. In the meantime we would like to signpost you to data that is freely available for you to download and use. There is an easy to follow guide which will assist you to download.

[Click here to access](#)



Are you aware of the Eurostat website? There is a section on the central entry point for reporting of data under European Union legislation on waste.

On this [page](#) you will find the latest background information and statistics gathered by Eurostat, about waste that is transferred between Member States, or exported from the EU to other parts of the world

## Meet the Team: IWS Notifications team



There are currently five members of the team. They are responsible for assessing your notifications, from the very start of the process, through the transmission, acknowledgement and finally to the consent stage at the end of the process. The team works closely and diligently to ensure that they are compliant with both WSR regulations and deadlines, whilst maintaining a focus on driving through improvements, efficiencies and consistencies in the service that they provide, to the ultimate benefit of customers

### Key message from the Notifications team to customers

"If customers can ensure that all the required information is completed first time, then it helps to speed up our processing time, and ultimately yours. We know that a lot of customers use populated templates from previous notifications so it always worth checking that any missing information that we have requested, is saved in readiness for the next time". Their contact details have been produced below

## Contact details

Name	Phone number
Paul Bretherton	+44 203 02 50829
Sarah Egerton	+44 203 02 50988
Janine Roberts-Twiss	+44 203 02 50656
Kerry Taylor-Ryan	+44 203 02 50752
Keith Walsh	+44 203 02 50746

customer service line  
03708 506 506

incident hotline  
0800 80 70 60

floodline  
0345 988 1188

[www.gov.uk/environment-agency](http://www.gov.uk/environment-agency)

## Handy tips

### Guidance: Waste Import and Export



Our pages on Gov.Uk are updated with any changes made to waste shipments; therefore you should always refer to our pages when considering making an application. For further information please refer to our pages on Gov.uk which can be found at <https://www.gov.uk/guidance/importing-and-exporting-waste>

### 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 tend to 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, the status of your notification, and the status of your financial provider**

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

**As per 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.**

***The International Waste Shipment Team***

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