
Environment Agency

New online service for registering waste exemptions

RPC rating: Fit For Purpose

Description of proposal

The Environment Agency (EA) is responsible for registering the waste operations of businesses that do not require a permit. Waste disposal operations that do not require a permit are known as waste exemptions. A registration of a waste exemption is valid for three years, after which it must be renewed. Registering waste exemptions constitutes an administrative burden for those businesses that must process them.

The EA updated the service by which waste exemptions can be registered in March 2016. Previously, the service had three registry routes: online, by email, or by post. Now, the EA offers two routes: online or an “Assisted Digital” registration over the phone. The online process has also been streamlined and simplified to comply with Government Digital Service standards.

Impacts of proposal

The EA conducted research, including interviews with users, on the quality of its previous registration service as part of the development process for the new system. It found that the time taken per registration was: 92 minutes for paper registrations; 71 minutes for e-mail registrations; and 55 minutes for online registrations. The assessment states that a “normal” year will see the EA process 20,000 transactions. A “renewal” year (which occurs every third year following from the initial implementation of waste exemption registration in 2010) will see the number of registrations increase to 70,000.

Using an hourly wage (based on ASHE 2016 figures) of £13.75, the EA estimates a cost of £21.62 (including postage) per paper registration, £16.27 per e-mail registration, and £12.60 per online registration. Given the proportions of paper, e-mail, and online registrations it receives (40 per cent, 10 per cent and 50 per cent, respectively), the EA estimates a total cost to business for the previous system of £350,000 during a non-renewal year and £1.16million on a renewal year.

The new service has led to a reduction in the time taken for businesses to register waste exemptions. Online registrations, which make up 83 per cent of transactions, took 22 minutes on average according to the EA’s website analytics. Assisted Digital

registrations, which currently make up 17 per cent of transactions, took 25 minutes on average. Using previously outlined wage rates, the EA therefore estimates a cost per online registration of £5.04 and a cost of £5.73 per Assisted Digital registration, giving a total cost to business of £100,000 during a non-renewal year and £360,000 during a renewal year. The EA therefore finds savings to business of £250,000 per non-renewal year, and £800,000 per renewal year.

The RPC verifies the estimated equivalent annual net direct cost to business (EANDCB) of -£0.4 million. This will be a qualifying regulatory provision that will score under the Business Impact Target.

Quality of submission

The assessment should make explicit whether it excluded public bodies in cost calculation; they cannot be included in the calculation of the cost to business. In this assessment, their exclusion does not alter the EANDCB as the number of affected public organisations is very small. The RPC is therefore able to validate the EANDCB presented.

Departmental assessment

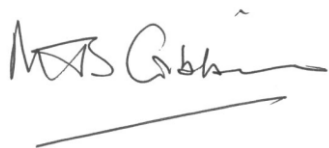
Classification	Qualifying regulatory provision (OUT)
Equivalent annual net direct cost to business (EANDCB)	-£0.4 million
Business net present value	£3.26 million

RPC assessment¹

Classification	Qualifying regulatory provision (OUT)
EANDCB – RPC validated	-£0.4 million
Business impact target score	-£2.0 million

¹ For reporting purposes, the RPC validates EANDCB and BIT figures to the nearest £100,000

Opinion: EANDCB Validation
Origin: Domestic
RPC reference number: RPC-3754(1)-DEFRA-EA
Date of implementation: March 2016



Michael Gibbons CBE, Chairman