Appendix B - Example of an electronic HRC permit system.

As an example we have captured some images from a system employed at Northamptonshire County Council (NCC), which is the basis of a scheme being developed for Cambridgeshire County Council (CCC). CCC are using Peterborough City Councils permit system rules as a base for their implementation and the IT system behind NCC system for its management.
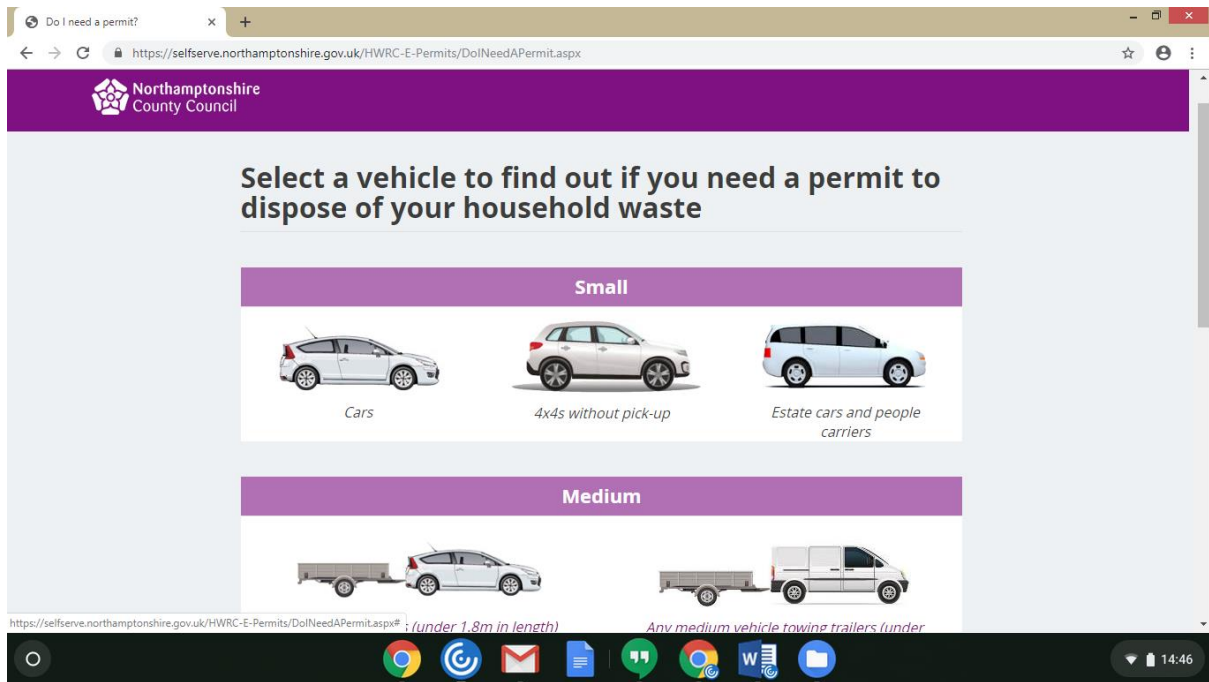
The following information is an example of how the process would work from a residents perspective, using NCC system as an example, it is not intended to indicate how such a scheme may be tailored to the needs of Peterborough as such work would be undertaken as part of the implementation of the system if a decision to proceed were to be made.

The page below is the first one a resident sees after selecting 'Apply for Permit' from the Councils HWRC information page. This includes background information on the permit system and can be tailored to the needs of the Council using it.
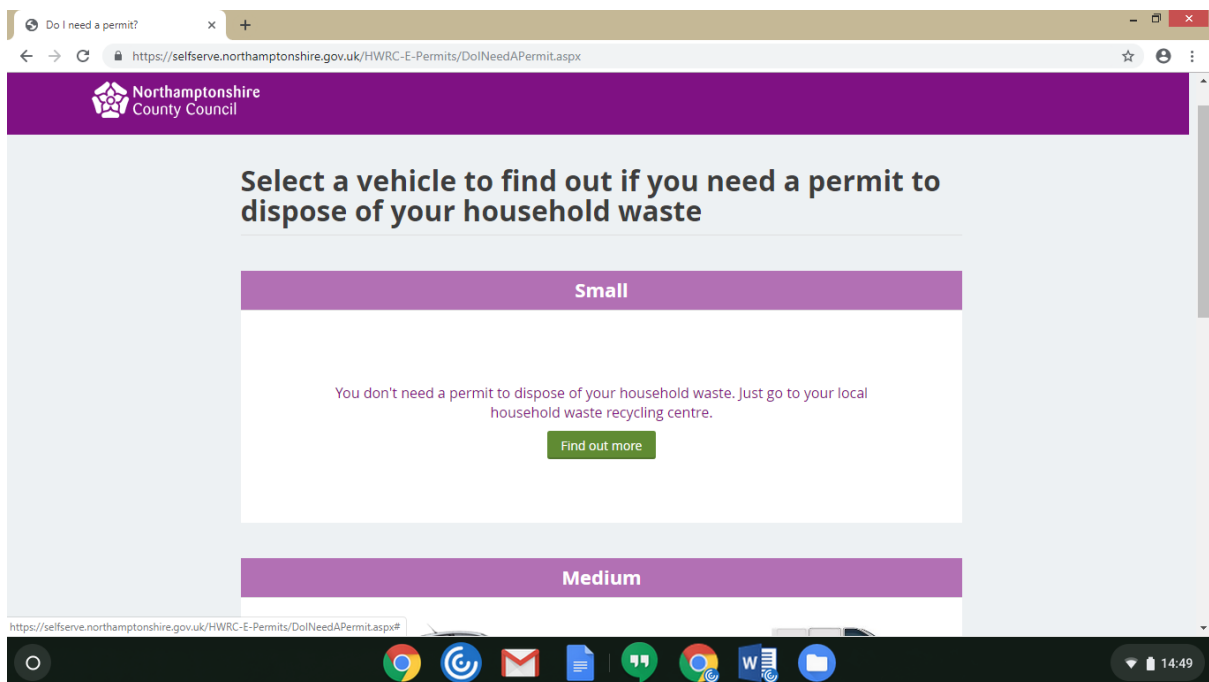

The following screen images follow on from the above page and include a range of vehicle types, specific to the policies employed in NCC, which can be tailored to fit the policies local to Peterborough. In this case there are three classes of vehicles being Small, Medium and

Large and images are included of typical vehicles in these groups to assist users in determining the vehicle type they have. Note that for Peterborough a similar page can be created so as to assist users with their application tailored to our scheme.
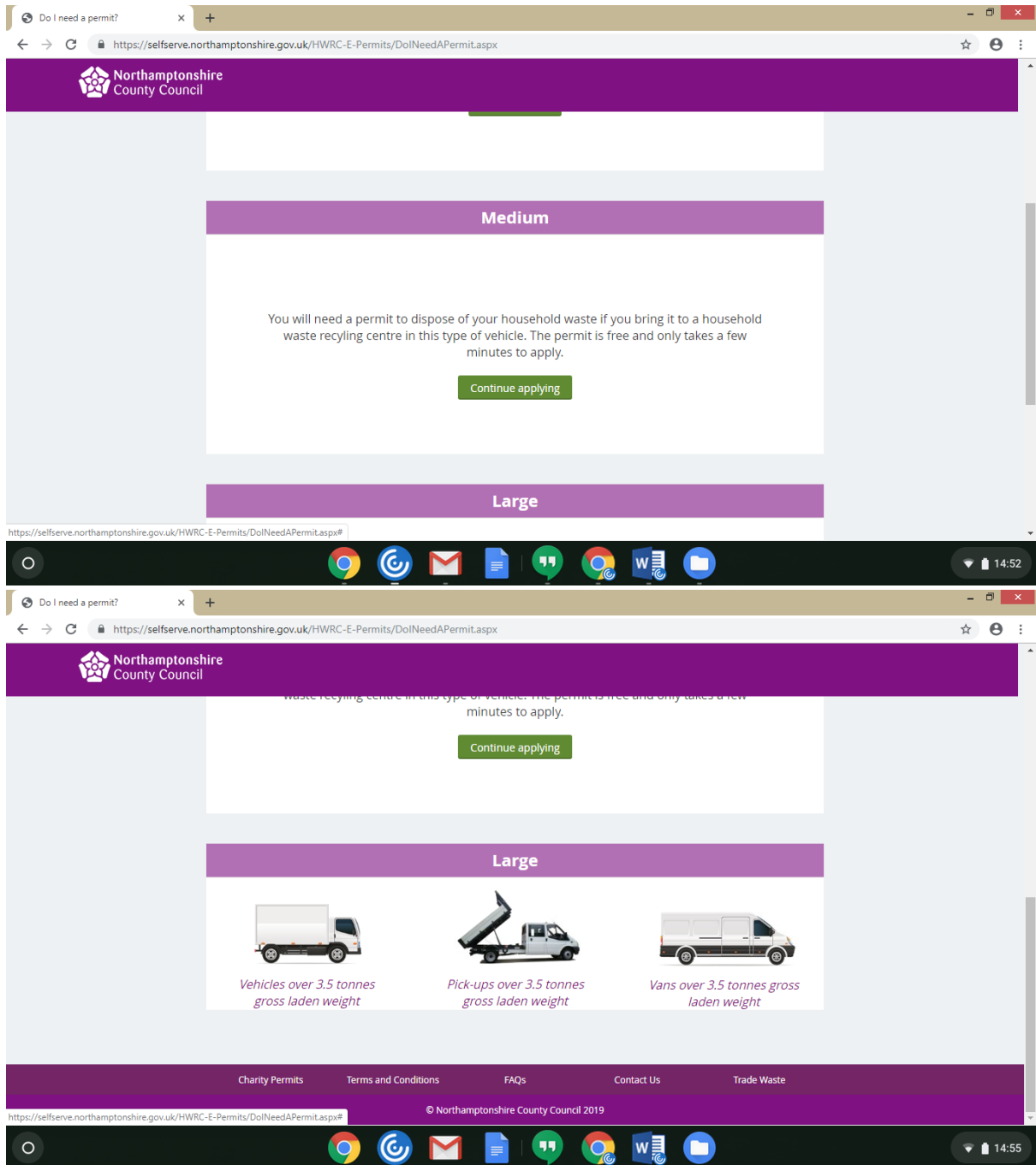

The following image shows that under NCC rules there is no requirement to obtain a permit for small vehicles like cars in the category on the website and when selecting this vehicle type the following message is displayed.
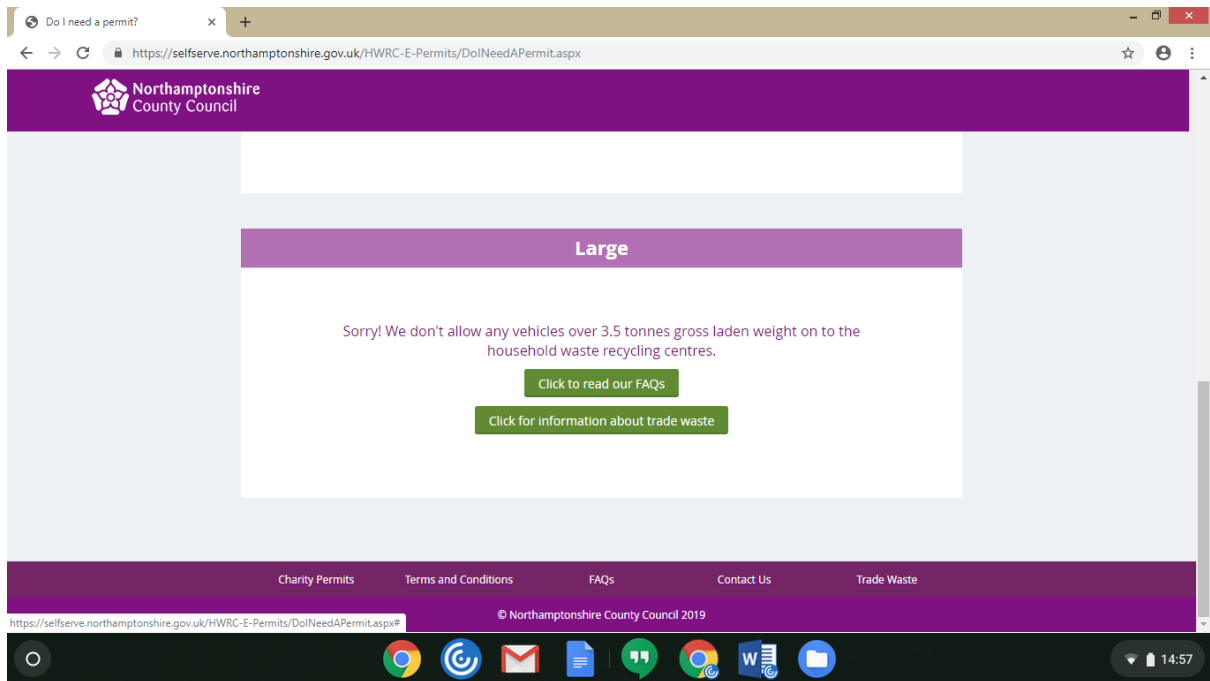

If a resident were to select a Medium sized vehicle from the options available on the vehicle choice webpage a message is displayed indicating that a permit will be required and this
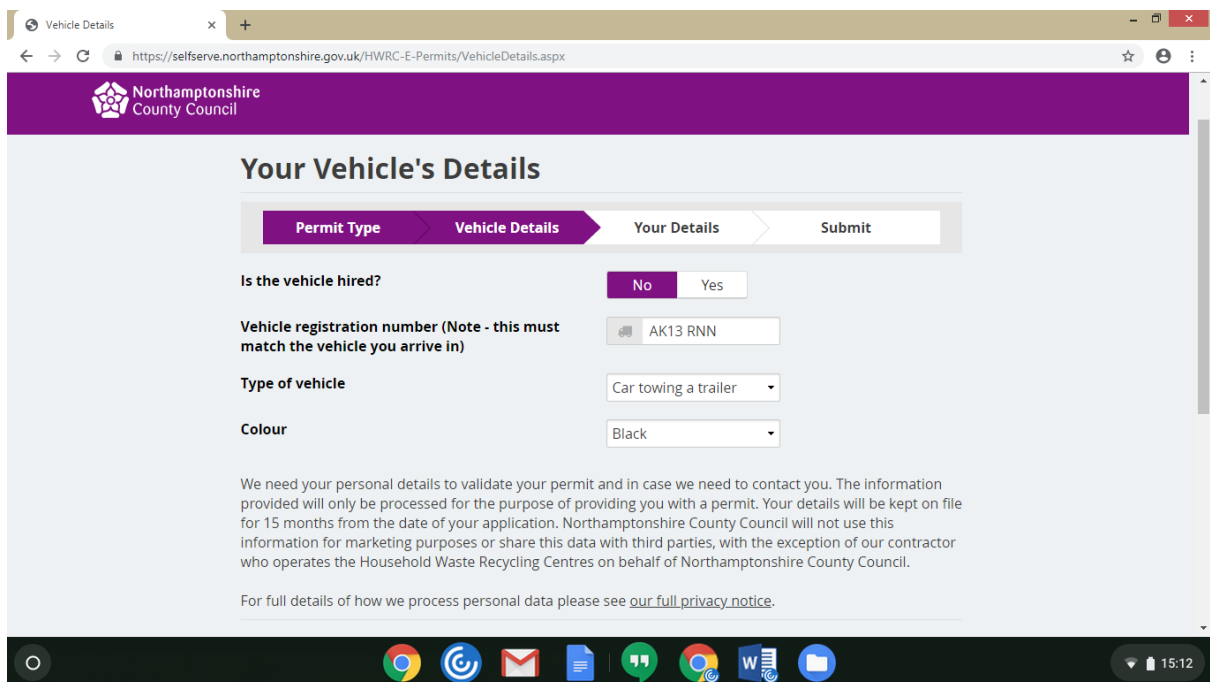
would take the user onto the pages where vehicle information and resident details can be entered.

Vehicles classed as large according to NCC are not accepted at their facilities and this is clearly set out on the following page.

If the resident has selected a 'Medium' vehicle from the available list then the system will bring them through to the following page in order to complete the application process. This page seeks information regarding to the vehicle type, registration and colour.

The following page collects name, address and contact details for the resident before bringing them to the final page which contains the final warnings and declarations required before the permit can be processed and issued.

Once this process is complete the applicant will receive a confirmation email indicating the number of visits they have available for the type of permit they have applied. Each time the resident makes use of a permit by visiting the site an email can be sent by the system indicating that the number of remaining visits has reduced in line with the number of uses. The resident need not take anything with them to the HRC as the vehicle registration is the permit for visiting and when scanned by systems on the site the visit is logged and is deducted from that users remaining allocation.

If a resident was to visit the site without having obtained a permit in advance, it is possible to configure the system so as to allow that one off visit and require them to apply for a permit before visiting again. Upon applying for a permit following this initial visit the system can be configured to remove one of the total number of visits that resident is able to make in the remaining year by the one visit they made before registering.

There is some considerable flexibility in having an electronic system for the issuance and management of HRC permits, from a customer and Council perspective. The system allows a considerable amount of information to be gathered on site use and also to carefully manage instances of suspected trade waste disposal, site misuse etc. in a manner not possible with a paper based system.

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