Leeds Accredited Waste Carrier Scheme (LAWCS)

**CODE OF GOOD PRACTICE**

**To be read in conjunction with Leeds Directory Terms & Conditions**

Please note: Leeds City Council cannot recommend any organisations and are not responsible for how the organisations listed deliver a service. Leeds Directory reserves the right to refuse an application or remove a Provider.

1. **VALUES AND COMMITMENTS** – The Provider should endeavour to provide services which are person-centred, reliable, flexible, affordable, easily accessed, culturally appropriate and non-discriminatory.
2. **LEGISLATION** –The Provider is responsible for complying with all current legislation in relation to the services they provide. Regarding Waste Carriers this specifically includes adherence to the Environmental Protection Act 1990 section 34(1), Control of Pollution (amendment) Act 1989 section 1, and Scrap Metal Dealers Act 2013. For guidance, please visit: [www.leeds.gov.uk/licensing/other-licences/scrap-metal-dealer-registration](file:///C:\Users\20107154\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\95G3UC8J\www.leeds.gov.uk\licensing\other-licences\scrap-metal-dealer-registration) [www.gov.uk/government/publications/waste-duty-of-care-code-of-practice](file:///C:\Users\20107154\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\95G3UC8J\www.gov.uk\government\publications\waste-duty-of-care-code-of-practice)
3. **WASTE DISPOSAL –** Providers will ensure they use only legal commercial waste disposal sites, separating and accurately describing waste and volume when tipping. Waste disposal records will be held for 2 years (3 years for hazardous waste) to be produced to the Council upon request. The provider will prioritise recycling and reusing waste wherever possible.
4. **ACCOUNTABLE WASTE CARRYING AND TRANSFER** – Providers will provide clear and accurate waste receipts to customers including the date of collection/disposal, the type of waste, the place of disposal alongside the company details and EA registration number. Providers may be subjected to spot-checks as part of registration with LAWCS, including a review of waste transfer notes to go back no further than 2 years (3 years for hazardous waste).
5. **ENVIRONMENTAL** - Providers should be committed to reducing the environmental impact of their activities. Providers will dispose of waste legally and keep records where appropriate. Chemicals should be disposed of safely, in accordance with current COSHH regulations <http://www.hse.gov.uk/coshh>

1. **COMPLAINTS** – Providers are requested to deal with all complaints promptly. Where complaints relate to the handling of waste the matter will be passed to LAWCS. Leeds Directory will take direction from LAWCS with respect to the outcome of such investigations up to, and including, actioning removal from the Leeds Directory. Where complaints relate to the conduct of staff in relation to their customers the complaint will be processed in relation to the Leeds Directory Code of Good Practice and our complaints procedure will apply. The Leeds Directory Complaints and Removal Procedure is available upon request.

The Council retains ownership of the LAWCS and, if membership is revoked, that business must cease using the promotional material/ kitemark. The Council reserves the right to review and revoke membership at any time without a membership refund.

1. **WRITTEN QUOTATION** – We expect all Providers to be able to provide a record of quotations making clear the services to be provided and agreement on costs. These quotes should clearly detail all important information relating to the work to be undertaken in a clear, jargon-free way which can be easily understood by the client. This could include, but not limited to, the cost of work to be undertaken including a breakdown of costs associated with materials, labour, and VAT. If changes to the quotation are required for any reason a new quote should be produced and formally accepted by both parties in writing.  
   Leeds Directory recognises that there are occasions where written quotation is not applicable, such as in response to emergency repairs. In these instances, the Provider agrees to undertake the highest standard of business practice with regards to charges/payment and invoicing.
2. **CHARGES/PAYMENT** – The Provider agrees to notify clients in advance where call out charges will be made, to never charge more than the agreed hourly rate and to quote prices inclusive of VAT (if VAT registered). The Provider should never request or accept payment in advance unless agreed in writing between client and Provider. Where payment is received in the form of cash or cheque the client should be provided with a written acknowledgment of receipt. This may take the form of a handwritten note on headed paper or a copy book receipt. This acknowledgment should always include the name and main contact information of the provider, the amount received and a brief reference to the work completed. This should always be followed up by a formal written invoice.
3. **INVOICING** - Invoices should be consistent with written quotation, include an itemised breakdown of costs associated with materials, labour, and VAT. Where relevant invoices should be accompanied by product guarantee information or instructions for use for the client’s reference. Invoices should always be provided on letter headed paper.
4. **REGULATED ACTIVITIES** – The Provider must ensure that employees are suitable for the role that they will be carrying out, this includes checking qualifications, carrying out training and ensuring that staff have the appropriate level of disclosure in accordance with the updated Protection of Freedoms Act 2012. For guidance please visit: [www.gov.uk/government/organisations/disclosure-and-barring-service](http://www.gov.uk/government/organisations/disclosure-and-barring-service)
5. **DAY LABOUR** – Providers are responsible for the conduct and standard of service delivered by “day labourers” operating in their name. The Provider will ensure that the “day labourer” is competent to undertake the work and that work is controlled and supervised by a competent person. The Provider will ensure the “day labourer” is aware of the terms of the Code of Good Practice and that the requirements are met. Any failure to follow the requirements will be the responsibility of the Provider listed with the Leeds Directory. (Providers must let clients know if any work is to be undertaken by sub-contractors. If asked, it is the Provider’s responsibility to let clients know that “day labourers” have not been through the Leeds Directory Green Tick process, may not have disclosure certificates and are being used at the risk of the Provider.)
6. **BY APPOINTMENT ONLY** – The Provider agrees to visit the client as arranged by appointment only. Every effort must be made to keep appointments. The Provider should make every effort to communicate with the client regarding any changes to the agreed schedule.
7. **QUALITY AND DELIVERY OF SERVICE** –Providers agree to provide competent standards of work in accordance with the services stated on their registration form and listed in Leeds Directory. Providers agree to use the appropriate equipment, tools and materials for the work undertaken. The Provider should immediately declare any problems encountered to the client, like where it is not possible to meet previously agreed timescales, and only make true representations about the products and services and the need for them; for example - unintended damage to the client’s property. Services provided to the client outside of those listed on the Directory registration form may result in removal from the Directory. Where it is not possible to meet previously agreed timescales, whether it is due to illness, staff shortages or lack of materials, the Provider agrees to inform the client as to the reason for the delay and provide a revised timescale. The Provider agrees to treat the client’s property with respect and to request permission to use any facilities in the client’s home.
8. **CLEAN AND TIDY WORK AREA** – The Provider will carry out work in a tidy and professional manner, paying particular attention to potential hazards. The Provider will leave the Client’s home and garden clean and tidy. All waste is to be removed and disposed of legally, following completion of the work, subject to agreed contract.
9. **HEALTH AND SAFETY** – The Provider will carry out work in accordance with current Health and Safety (HSE) legislation. The Provider will operate in accordance with Control of Substances Hazardous to Health (COSHH) regulations where appropriate. Chemicals will be stored, used, and disposed of according to COSHH regulations. For guidance, please refer to the Health and Safety Executive website: www.hse.gov.uk.
10. **RESPECT** – Leeds Directory is committed to the principles of equal opportunities and respects the dignity, diversity, and individuality of all our service users. We hold our Providers to the same standards that we hold ourselves with regards to tolerance, fairness, and empathy. Providers have responsibility for their own behaviour and that of their staff and subcontractors under the Code of Good Practice. Any complaints of discrimination received by Leeds Directory will be subject to the Removals Policy.
11. **SAFEGUARDING** – Where a Provider encounters a situation where they feel a person is vulnerable or at risk of abuse from another person, they should seek help and support in reporting their concerns. Providers with their own Safeguarding processes should follow those, everyone else can seek advice or report safeguarding concerns to Leeds City Council. For more information about adult visit: <https://leedssafeguardingadults.org.uk/safeguarding-adults/informationforthepublic> For information about children’s safeguarding visit: <https://www.leeds.gov.uk/children-and-families/keeping-children-safe/report-a-child-protection-concern>
12. **MODERN DAY SLAVERY** – Modern slavery is a crime, and a violation of fundamental human rights. Leeds Directory has a zero-tolerance approach to any form of modern slavery, and as such, we will always take quick action to report or refer any such activity that we become aware of. If you know or suspect that someone is a victim of modern-day slavery, please report your concerns either to the police by calling 101 or the modern slavery helpline on 0800 0121 700. You can also report your concerns online at <https://www.modernslavery.gov.uk/start>   
    You can find out about Leeds City Councils anti-slavery and human tracking statement by visiting: [www.leeds.gov.uk/plans-and-strategies/anti-slavery-strategy](C:\\Users\\20107154\\AppData\\Local\\Microsoft\\Windows\\INetCache\\Content.Outlook\\95G3UC8J\\www.leeds.gov.uk\\plans-and-strategies\\anti-slavery-strategy)
13. **CLIENT CONFIDENTIALITY** – Strict confidentiality must be always observed, and client details must not be passed on without client consent unless in relation to a safeguarding investigation.
14. **DATA PROTECTION** – Providers agree to handle client information in line with current Data Protection legislation. For up-to-date legislative guidance, please refer to [Data Protection Act 2018 (legislation.gov.uk)](https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted)
15. **AVAILABILITY OF SERVICE –** Providers are expected to regularly review and update the information held on the Leeds Directory regarding availability of service, particularly regarding any periods of not taking on new work, delays in responding to requests for service or holiday. A Provider can request a temporary removal of their listing to help mitigate any source of new work for a period up to 3 months. Please note – reinstatement to the Leeds Directory will be contingent on the supply of any Criteria element which may have expired in the period of removal.

Failure to maintain this information may result in a listing being removed from the Leeds Directory, with the Provider being advised of the removal in writing. These changes can be submitted by visiting the listing or by contacting the Leeds Directory Helpline on 0113 378 4610, or by emailing leedsdirectory@leeds.gov.uk.

1. **MAINTAINING YOUR LISTING** – Providers are also expected to maintain the accuracy of the listing information and update the website/service with any changes to contact information, services offered etc. as soon as they occur. These changes can be submitted by visiting the listing, by contacting the Leeds Directory Helpline on 0113 3784610 or by emailing [leedsdirectory@leeds.gov.uk](mailto:leedsdirectory@leeds.gov.uk)

Providers must immediately inform Leeds Directory of change in status relating to DBS disclosures for staff providing a service in the home, garden or 1:1 in the community, including the manager, by contacting the Leeds Directory Helpline on 0113 378 4610 or by emailing leedsdirectory@leeds.gov.uk. Failure to do so may result in a listing being removed from the Leeds Directory, with the Provider being advised of the removal in writing.

1. **STAR RATINGS AND REVIEWS FEEDBACK** – Client feedback must remain entirely independent of the service provider. Customers should be encouraged to provide honest feedback via the helpline on 0113 378 4610 or submit comments via our website [www.leedsdirectory.org](http://www.leedsdirectory.org). We can only accept one rating per job.

**Providers must ensure that their staff never complete or post feedback on behalf of clients receiving the service**.

Leeds Directory contacts clients to verify that feedback is genuine, and we publish ratings and comments anonymously. Leeds Directory is unable to accept feedback from Providers’ friends or family, staff who work or have previously worked for the organisation or any other individual with a vested interest in the service.

Leeds Directory maintains records of all feedback that has not been obtained in accordance with the Code of Good Practice. Organisations who do not operate as requested risk immediate suspension from Leeds Directory.

1. **MAINTAINING YOUR GREEN TICK STATUS (if applicable)**

Providers must successfully complete the registration process before being listed on Leeds Directory. If documentation requested to maintain the Green Tick status is not provided in a prompt manner within a month of renewal the listing will be removed, and the Provider advised of removal in writing. Documents can be updated via the Green Tick Uploader or by contacting the Leeds Directory Helpline on 0113 3784610, or by emailing leedsdirectory@leeds.gov.uk.

If for any reason you do not confirm your acceptance of the Code of Good Practice, we will treat the fact that you agree to being listed on the Leeds Directory as deemed acceptance of the terms contained within it.

Signed for and behalf of

Business name:

Position in business

Print name:

Signature:

Date: