1   Introduction

This guidance note provides information on how to enter, authorise and validate data in WDF. It covers the following areas (these are links which will take you to the relevant section in this document):

- Selecting the reporting period;
- Question management page;
- Completing Questions;
- Data upload – XML upload;
- Rolling up and authorising data;
- Tools for checking your data; and
- The audit trail.

This guidance note does not cover how to enter data in Qu100. Please see guidance document "GN63: Question 100 Data Entry" for this.

Other useful guidance notes include:

- GN2: Core Dataset – contains a full list of questions which are required on an annual and quarterly basis.
- GN4 Section 4: Using the XML upload tool – provides step-by-step guidance on using the upload tools.
- GN4 Section 5: Reporting for local authority users – gives information on the reports that can be run from the Data Authorisation and Data Manager pages.
- GN4 Section 8: Question by Question Guidance – contains information on the details of what should be entered into each question.
- Training slides for New User session covering the online data entry, authorisation and validation processes for local authorities.

The Core data set and sections of the WDF System Manual GN4 are available on the "Introduction" Guidance page of the WDF website here. Slides for all the WDF online training sessions, the "GN63: Q100 Data entry" guidance and several other guidance notes specifically for English local authorities are provided on the England Guidance page.

2   Data Entry Management

To start entering data, go to the Data section of the Data Manager navigation bar to gain access to the following options:

- Data Entry;
- Data Upload;
- Data Roll-up;
- Roll-up Queue;
- Data Authorisation;
- Audit Trail; and
- Change Authority (only users with Data Entry rights for more than one authority)

If you enter data for more than one local authority you need to ensure you are acting for the correct one before you start. Select Change Authority from the Data menu and use the Select Authority drop-down to choose. You can either scroll down the drop-down menu or start typing the name of the authority. Then click OK and you will see a message in green confirming you are now acting for that authority. You can now go to the Data Entry page to start completing the questions.

NOTE: Make sure you change authority before working on another local authority's data.

2.1 Selecting the reporting period

To start entering data you first need to select the reporting period. To do this click on the down arrow next to the "Enter Data For" drop-down box and a list of reporting period options will appear. Scroll down to the one you want and click to select.

Figure 1. Selection reporting period
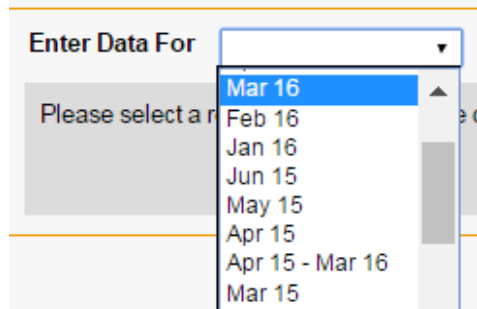
There are three options to select for your reporting period:

1. **Annual Data** – This is for a specific question dataset which covers contractual arrangements and costs of waste management services. Select the annual period which you want to complete data for e.g. April 19 – March 20. The completion of the Annual questions is optional. This data is not validated by WasteDataFlow.

2. **Monthly Data** – This is for completing quarterly data on a monthly basis. Select the month you wish to enter data for e.g. March 2020.

3. **Quarterly Data** – If you do not have monthly data, or you wish to amalgamate your figures you can enter the quarterly data against the last month of the quarter. For example, for the period Oct 19 to Dec 19, select Dec 19.

Note: Entering data on a monthly or quarterly basis is down to local authority preference. During roll-up all three months are amalgamated into a quarterly figure; it is this figure which is checked and queried during the validation process.

2.2 Question management page

Once a reporting period has been selected, the page will reload to show a list of the questions available. This screen is known as the Question management page.

Figure 2. Question management page

The questions displayed on this page will vary depending on your country and authority type. This page provides you with an overview of the status of your questions. It also allows you to manage your question list so that you can exclude questions which are not relevant to your authority. Not all questions can be excluded as some are mandatory.

WDF Tip – Excluding questions via the Question management page means that you do not have to navigate to questions which are not relevant and tick the "Question Complete" box, before being able to submit your data.

The main section of this page consists of a table listing the question numbers, their title and their status for the reporting period selected. A key to the status symbols is given just above the table as well as how many questions are currently at that status.

Note: *Q100 is the only question which does not have a "Question Complete" box so will be shown as "Open" but you do not need to do anything.*

Figure 3. Question status

The status relates to the following:

 Complete – the "Question Complete" box has been ticked in the question and is ready to submit as part of the WDF return.

 Excluded – this question is excluded and will not be completed for this submission of the WDF return.

Open – this question needs to be completed prior to the submission of the WDF return.

2.3   Excluding questions

Questions may be present in the table which are relevant to your authority type, but not to the operations carried out in your local authority. These questions can be excluded.

For example, you will not need to fill in Q16, relating to the collection of materials at civic amenity sites, if your authority does not manage any such sites. By excluding this question, you do not have to navigate to Q16 and tick the "Question Complete" box before being able to submit your data.

To exclude a question for the period that you are completing, tick the box in the exclude column next to that question and then press "Save Exclusion List (this period only)". Once the page reloads that question will be excluded. Once you have saved them the exclusions will appear in future reporting periods so long as no one in your authority has already opened that period previously.

WDF Tip – you can only exclude a question that does not have any data in it. To exclude a question that you have answered or started to answer, simply delete the data you have entered and exclude in the normal way.

2.4   Selecting a question

Questions can be selected and completed in any order, it is not necessary to complete them in numerical order. Once you have decided which question you would like to answer you can access it either by clicking on the question title from the table on the Question management page or by selecting it from the question drop-down located in the top right corner of the page.

You can also use the "Next" button available under the question selection drop-down, to move onto the next question.

If you want to get back to the Question management screen after you have completed a question, select the "Ques List" button. Do not click the back button; this will not redirect you to the Question management page.

Figure 4. Question List button
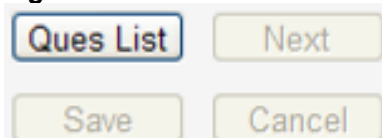
If you want to navigate to an excluded question, simply untick the exclusion box and click "Save". The hyperlink will become active, and the question will now appear in the drop-down box.

3   Completing Questions

The majority of questions on WasteDataFlow are straightforward to complete and simply require numbers to be entered into specified boxes and text comments to be entered as required. Qu100, which relates to waste disposal, treatment and transfer to reprocessors, is different in that it requires you to build a "tree" structure with waste movements shown in progressive "branches" and "sub-branches" to the end destination. Further guidance on completing Qu100 is provided in guidance note "GN63: Question 100 Data Entry".

This section of the guidance material deals with the functionality of completing non-Qu100 questions in WasteDataFlow. The specific detail on what to include in each question is detailed in both the "?" box, available next to the question list drop-down, and in "GN4 – Section 8: Question by Question" guidance note, part of the WDF System Manual.

3.1   General guidance for completing WDF questions

Below is an overview of the key features to consider when completing WDF questions.

Figure 5. Overview of question functions

- **Complete Questions** – You should complete each question as fully as possible by entering the appropriate numbers in the boxes, destinations where required and additional details in the comments box.

- **Negative Numbers** – Please note that you are not able to enter negative numbers into WasteDataFlow and if you do an error message will appear – "***Tonnage collected for recycling must be a number greater than or equal to zero"*** and you will be unable to save your data. If you need to reconcile your data from previous quarters (e.g. too much was entered last time and so less needs to be recorded this time so that overall the two balance out), please contact the Helpdesk.

- **Saving Data** – Whenever you enter data into a question remember to save it (by clicking on the "Save" button which appears to the right of the question). If you navigate to another question before saving you will be prompted to save your data. *However, if*

you use the back button, the prompt to save will not appear and you will lose any unsaved data.

- **Expand (+) Button** – To the left of each editable row of data within a question there is a small plus symbol. Pressing this symbol will expand that row to show data entered for that part of the question for the past two months. This can provide a useful tool when reviewing your data or checking whether a section requires completing.

Figure 6. The "+" Button

Material	Tonnage collected for recycling	Tonnage collected for recycling but actually rejected/disposed	No. of households receiving a collection	Tonnage Collected for Reuse	Tonnage Collected for reuse but actually rejected / disposed	Collected Co-mingled?
– Green glass						
Dec 10						
Nov 10						
+ Brown glass						

- **Editing Data** – You can return to a question to review and edit the data as often as required until the data is authorised by the Authority Admin user to Level 30. To do this reselect the individual question as described in section 2.4.

- **Question Complete** – It is important when you have completed the question to click on "**Question Complete**" at the bottom of the page and click the "Save" button to the right of the question. An asterisk will then appear in the "Question" drop-down box, next to the question, to show it has been completed. You will only be able to submit your data once you have ticked all the "Question Complete" boxes. Qu100 is the only question that does not have a "Question Complete" box. Each time you enter data into the Waste Details section of Qu100 remember to press the "Save" button.

- **Load Comments, Destinations and Data** – To help complete your data, you are able to load comments, destinations and for some questions, data from the previous answers to the same questions. When you select a question, it will appear blank as normal. At the top of the page you will see the option either to:

  - "Load data and comments" (Qus 3 – 7, 13, 15) or to
  - "Load comments only" (Qus 10 – 12, 14, 16 – 26, 31 – 36)

To load the available data, use the drop-down box to select the month which you want to load data from and click "Go". The data, comments or destinations will now appear in your question for the current reporting period. You can edit this data, or, if this process has completed your answer, simply click the "Question Complete" box and click "Save".

3.2 Completing Qu18

Qu18 is slightly different from the other collection questions in that you need to enter the total tonnage AND the "tonnage from household" sources in order to complete the question. The tonnages from non-household sources will then be calculated for you. If you do not enter both tonnages in the relevant rows, you may end up with a negative or zero tonnage being recorded.

3.3 Data upload – XML upload

WasteDataFlow provides an optional alternative to manually keying in the information required to answer the questions. This functionality is provided via an XML upload system, which in simple terms involves the completion of a spreadsheet which is then imported to the WDF system. This allows for the semi-automation of the process by building links to your existing systems to populate the spreadsheet to be imported.

The XML upload system is not a replacement for data entry. You can input data into a question using a mix of auto-upload and manual data entry. The function has been added to give LAs who store their data in an electronic format the option to upload the data directly to the specified questions in WDF, replacing the need to manually type the data in. To support the upload of data into WDF you can download a spreadsheet to generate XML in the correct format. Following the upload of data continue with WDF as normal, completing the comments and "Question Complete" boxes and rolling up the data.

An overview of how to access the XML upload section of the website is provided below. Further guidance on using the XML upload is provided in the guidance note "WDF System Manual Section 4: XML Upload".

To access the XML upload function select the "Data Upload" option on the "Data" menu.

Figure 7. Data upload option
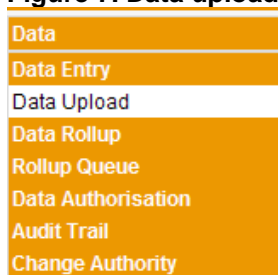
If you are using the XML upload function for the first time you need to download the XML generator. This can be done by clicking on "Get Xml Generator" (for uploading data for all the questions other than Qu100) or "Get Q100 Xml Generator" (for uploading data into Qu100 only). You will be prompted to open, save or cancel this file. It is recommended that you save this file to your local drive.
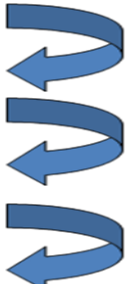
Figure 8. XML generator

To start populating this file you need to open it and **enable the macros**. Further details on how to complete these spreadsheets is provided in WDF Systems Manual Section 9: XML upload.

4   Rolling up and authorising data

4.1   Process overview

Between data being entered into WasteDataFlow and it becoming the finalised version released to the public and passed to various statistical reviews, it must go through a number of checks to ensure its accuracy. The latter stages of this "data validation" are carried out by organisations external to your LA. Before reaching this point a number of internal checkpoints must be passed and signed off to ensure that the data is accurate.

The stages of the data's progression are represented by a series of "levels". The levels which data moves through within a local authority are shown below, as well as who is responsible for it at those levels.

- **Level 0 – Data Entry**

- **Level 10 –Data "rolled up"**

- **Level 20 – Data ready for review by Administrator User**

- **Level 30 – Data out of LA control**

Data Entry User

Data Entry User

Administrator User

Once the data for a quarter has been entered and the person entering the data (Data Entry user) is satisfied that the data is accurate, the data is then saved and must be "rolled up" (*to Level 10*) by the Data Entry user to allow them to sign off to the next level. If happy with the data they will then "authorise" the data, (*to Level 20*) for approval by a second person, typically a manager or head of section (an Administrator user). This person will have a separate password and access rights to the website.

At this stage a number of queries are presented to the Admin user who must check and confirm the data before they can approve the return to Level 30, releasing it to the WasteDataFlow team for validation. Once at Level 30, the data is no longer accessible for editing, but may still be viewed by the local authority. These steps are now explained in detail below.

WDF Tip – Data can be "rolled down" as well as up, so don't worry if you spot an error, the data can be taken back to Level 0 for amendment. At Level 10 or 20 this can be done within your authority. At Level 30 you will need to contact the helpdesk to have your data released.

4.2   *Data roll-up (moving data from Level 0 to Level 10)*

The data roll-up function acts to aggregate your data entered in a period into a quarterly return and move your data to Level 10 for approval. If you enter your data monthly, the data roll-up will aggregate this data into a quarterly total.

To roll up your data, select "Data Roll-up" under the Data menu. The Data Roll-up screen will show you the status of each quarter (and, further down the screen, annual data), telling you how many incomplete questions there are in the quarter overall and by month.

Figure 9. Data roll-up screen

If the number of incomplete questions in the Total column is zero, you will have the "Roll up Data" option. In section 3.1 we explained that you will be unable to roll up your data if you still have incomplete questions – i.e. the "Question Complete" box is not ticked. If you do not see the "Roll up Data" option, you can check the incomplete questions by going back to "Data Entry" and selecting your reporting period to bring up the question list. The incomplete questions will be shown by not being ticked in the "Status" column. You can either complete by ticking the "Question Complete" box in the question or exclude them from your list as described in section 2.3.

Remember: Qu100 does not have a "Question Complete" box so you need to check Qu100 is complete and all the data has been saved before rolling up the data.

Once you are happy you have answered all questions, press "Roll up Data" and "OK" to the prompt.

4.3 The roll-up queue

Once you have clicked on the roll-up prompt as described above a message will appear in red at the top of the screen to inform you that your data has now been placed in a queue, (probably at position 1). If it has been set up in your user account, you will receive an email to inform you once your data has reached Level 10. You can also view the roll-up queue by clicking "Roll-up Queue" under the Data menu from the navigation bar. The page automatically refreshes every 30 seconds and once your return disappears from the list your data will be at Level 10.

Once at Level 10 your data is ready for review and can be accessed via the "Data Authorisation" link from the Data menu.

WDF Tip – At Level 10 your data is no longer open for editing and so will disappear from the list of available periods under the Data Entry section.

4.4 Data Authorisation (moving data to Level 20 or 30)

The next stage in the authorisation process is "Data Authorisation". This moves the data from Level 10 to 20 or from Level 10/20 to Level 30, depending on your user permissions. If you are a Data Entry user you will review and approve the data to Level 20, and if you

are an Admin user you will review and approve the data to Level 30. NB if you are a Data Entry and Admin user you can move the data from Level 10 to Level 30 through this approval process.

To access your data you need to go to the "Data Authorisation" link on the Data menu.

By default, the Data Authorisation page will only show any returns which require your action, i.e. authorisation up to Level 20 in the case of Data Entry users, or up to Level 30 for Admin users. The page also allows you to view all historic returns by moving to the drop-down in the top right-hand corner of the page and changing the drop-down from "My Actions" to the name of the authority you wish to view. This will then give you access to all historic data entry information.

You will see a number of headings and options available for you to review your data and carry out validation checks; the first three columns are generic information:

- **Period** – Indicates the quarterly or annual period for which the return is being authorised.
- **Authority** – Indicates the local authority for which the return is being authorised. In the vast majority of cases this will simply be the authority that you work for. However, some users from WDAs may have authorisation rights for a number of their WCAs and as such could find themselves with multiple authorities displayed.
- **Level** – Indicates the current authorisation level of the data e.g. Level 10, 20, 30, 35 or 40. By default the page displays the returns which are currently awaiting an action from you ("My Actions" will be displayed in the drop-down at the top right of the screen).

The remaining columns provide a series of Excel sheets for you to review your data or performance indicators. More detail about each of the other reports is provided in "GN4: Section 5 – Reporting for local authority users".

5 Tools for checking your data

The main report which should be viewed **before** rolling your data beyond Level 10 is the **validation summary report link "Sum"**; the **question link "Ques"** may also be useful to allow you to look at individual questions: further information on both is provided below.

WDF Tip – Not all of the options listed below are available to all authorities. For example, collection authorities will not have access to the "MBal" or "EA" links.

Figure 10. Data Authorisation screen

5.1 *Validation summary report link "Sum"*

The validation summary report (Sum) should be your first point of call when validating your data as it highlights data entry errors and identifies anomalies based on your previously

entered data. It also creates a "Points to check" tab which contains a list of queries relating to your data, which will be raised during the validation process.

It is recommended that you use this spreadsheet to validate your return before rolling the data to Level 20 or above.

Only a brief introduction to this tool will be provided here as more detailed guidance is available in the Guidance Notes "GN62a: How to Use the Validation Spreadsheet" and "GN65: Resolvign validation checks query by query", which are available for download on the Guidance web page.

Note: The queries in the "Points to check" tab of this spreadsheet are the same as the ones which the Admin user will be required to check and address in the online validation process before they can submit the data to Level 30.

Clicking on the "Sum" link will generate the validation summary report Excel spreadsheet which contains ten worksheets (tabs):

- Material summary;
- Cross-check summary;
- Qu100 balance;
- Points to check;
- Address Details Qu100;
- Materials details;
- Final Destination Details Qu100;
- Comments;
- Tonnage breakdown; and
- High-level summary.

Note – the spreadsheet contains macros so you will need to click on the "Enable Editing" and/or "Enable Content" buttons on the front tab initially in order to see and access the other tabs. The spreadsheet will open at the "Points to check" tab.

The first two tabs (**Material summary** and **Cross-check summary**) present data which has been cross-checked within the spreadsheet either with other data in the same return or against your authority's data in the same quarter of the previous year. Differences and discrepancies are highlighted by orange cells reading CHECK. Where these occur you should check your data to make sure you are happy with the data or make adjustments where necessary. These checks are collated and presented in question format in the "Points to check" tab.

WDF tip: Hovering over the red triangle in the top right-hand corners of some of the cells will provide you with more information on the data being compared or checked.

The **Qu100 Balance tab** shows the tonnages expected at each level of the branch in the Qu100 tree. The table at the top highlights how many branches of each Primary / Root facility type have imbalances. The table below provides further details for each of the branches including those which contain discrepancies; these are highlighted in orange.

The **Points to check** tab contains a list of automatically generated questions based on any checks that have been highlighted in orange on the "Materials Summary" and "Cross-check Summary" tabs as well as other general queries. This tab allows you to preview the questions which will be raised in the review screen which is generated when the data is rolled up from Level 10. These review questions are compulsory and must be answered.

The **Address Details Qu100** tab gives information about those nodes where Other/exempt, Charity/exempt, Compost/exempt, Outside UK-EU or Outside UK-non-EU have been selected as the facility. It allows you to check that the address details of these facilities have been recorded in the Address details box and what, if any, information has been provided for Outside UK facilities.

The **Materials details** tab shows details of any nodes where either Rubble or Other materials have been entered into the materials box. You should record a comment in any such node and these will be shown here.

The **Final Destinations Details Qu100** tab provides a table of the final destinations of all the materials recorded in a Final Destination node in Qu100 by facility type (root facility – the facility/process type of the initial node – and parent facility – the last facility/ process type prior to the Final Destination node), parent name and material type and tonnage.

The **Comments** tab collates your comments for the current return and the same quarter of the previous year so they can be filtered and searched by question, root facility type, parent facility type or period.

The **Tonnage breakdown** tab provides a list of the 67 materials that you can report as being collected (in questions 10, 11, 12, 14, 16, 17, 18, 33 and 34) and sent for recycling or reuse in question 100. It provides details of tonnages reported against each material in each of these questions including tonnages rejected. It also shows the number of households for each material reported in Qu10 (household kerbside collections).

The **High-level summary** tab shows a comparison of data for the current quarter and the same quarter of the previous year for the overall tonnages collected and sent; recycling and reuse tonnages collected for various material categories and recycling and reuse figures at final destination nodes in Q100; tonnage sent landfill directly or following various facility types; and tonnages sent to incineration with and without energy recovery and outputs from incineration.

5.2   Question link "Ques"

The Question (Ques) link allows you to view each question in your quarterly return. By clicking on the Ques link you will be taken to a page which looks much like the Data Entry section. The period you are reviewing will be determined by the period of the Ques link you have clicked, and this period will be displayed at the top of the page "Validating Data for....". The question drop-down will then allow you to navigate through the questions and see what figures and comments have been entered. If you select Q100 you can see the tree structure for that period.

Figure 11. Question review page

5.3 Data review and authorisation page

Once you have carried out validation checks on your return you will need either to confirm that the data is correct and approve it to the next level (Level 20/30) or, if you have noticed discrepancies and need to update your data, to roll the data down to amend it. This can be achieved by the use of the green tick or the red cross at the end of the period's row on the Data Authorisation screen.

WDF Tip – These options will only be available to you on returns which currently require your action. For a Data Entry user this will be any returns at Level 10, or for a Data Administrator this will be any returns at Level 20.

Figure 12 Accept or Reject your data

If you need to reject the data back down for editing, then select the **red cross ✖**. As a Data Entry user you will only be able to reject your data for editing when it is at Level 10. The Admin user will be able to reject data at Level 20 for editing, but if you need to reject your data once it is at Level 30 then please contact the helpdesk.

WDF Tip – If you are rejecting data from Level 20 you will need to click the red cross once to go down to Level 10 and then again to go back to Level 0.

To approve your data select the **green tick ✓**. Clicking the green tick as a Data Entry user will start a process which authorises the data to Level 20, but clicking the tick as an Administrator user will take you to a final validation screen, which contains validation checks on the data, prior to submission to Level 30.

Figure 13. Data approval page (truncated)

The queries are split into **For Response** and *For notification*. For Response queries require you to enter confirmation/ explanatory text in the box to the right of the query, For Notification queries need at a minimum to have the small box to the right ticked. This will enter the text "[Acknowledged]" in the larger text box. You can then add further explanation if you wish.

WDF Tip: The text box will display up to 500 characters but can accept up to 2000.

Guidance: There is a link in the text above the queries which will open a new browser window at the WDF guidance page where you can find guidance notes: "How to use the

validation spreadsheet (Q100 returns)", "Validating data for English local authorities", "Q100 Data Entry" and many others to help you address any errors in your data.

Summary button: The queries are generated from the "Points to check" tab of the validation summary sheet. This downloadable spreadsheet also gives a great deal of information about the data entered into your return and can help you to answer the queries. Click on the Summary button to download the validation spreadsheet.

Reopen button: This will roll your data back down to Level 0 to allow you to make any changes needed. You will then need to roll it back up again.

Cancel button: If you need to make changes to your data, click on the Cancel button at the bottom of the page. This will take you back to the Data Authorisation page where you can click on the ✖ to reject your data back to Level 0 for editing.

Approve button: You will not be able to submit your data to Level 30 until all the queries have some text in the text box. When all the boxes have been completed you can click on the "Approve" button at the bottom of the page (previously greyed out) to submit your data to Level 30.

6   The audit trail

The system has a comprehensive audit trail, which reports all changes to questions and data approvals. This searchable tool can be accessed from the Data menu. Audit trail information can also be accessed from the Data Authorisation page. The functions of the audit trail will allow you to manage changes which have been made to the data and to aid in the security/ownership of your data as the audit trail would show if other users (assuming they had rights) had altered data.

The dedicated Audit Trail page[1] allows you to refine which question, period or user to search against and then produces a breakdown of all related activity, to produce a log of all data entry and amendments.

Figure 14. Audit trail search

Once the audit report has been run you can select the + box to open up all the categories so that data changes are visible. The report will show you the old data, the new data, the date of the change and the person who made the change. The report opens in a separate window and to get back to the audit trail you need to select close.

Figure 15. Audit trail search result.

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[1] Note that the question-related audit trail does not currently include Question 100.

Clicking on any of the "+" buttons will expand either all or just the selected section, to display the stored history

Figure 16. Expanded audit trail result

In the example above various tonnages had been entered for paper, card, mixed cans and plastics on the morning of the 04/03/09. These were then removed during that afternoon and replaced by a commingled tonnage. The commingled tonnage was itself then updated the following morning.

As mentioned above, audit trail information can also be accessed via the Data Authorisation page by clicking on the + symbol to the left of each period. This provides details on the data roll-up and authorisation process. It includes details on who reviewed and approved the data, to what level, on what date and details of the questions which were amended as shown below.

Figure 17 Audit Log + Symbol.

Clicking on this will expand the bar to show a log of when data has been rolled up or down, by whom and when this took place. It will also record whether any questions have been changed.

Figure 18. Audit Trail

The above example shows that when the data was rolled up and authorised, the Qu17 data for March had been updated.

Note – if Qu100 was the only question changed then it will not be shown on the Audit trail (Question changed will show "None"). Similarly, if the comment but no data were changed in any other question this would not be shown in the Audit trail.

WDF Tip – The first time data is rolled up to Level 10 no "questions changed" information will be displayed as all questions will have been completed for the first time.

If you click on the question number (17 in this example) a new page opens where you can review in greater detail what changes have been made, including what the data was previously and what it has now been changed to.

You can access the details of the data amendments by clicking on any of the + buttons. This will open up a table which highlights the category, the old data, the new data, when the data was entered and by whom it was entered. This is useful to provide a quick overview of data amendments, and also to track who has been making updates on the system.

If you have any further questions in relation to entering data in WasteDataFlow please contact the WasteDataFlow helpdesk on 0845 6000 890 or email helpdesk@wastedataflow.org.