

Recycling Centre Bookings

All Member Briefing

3 October 2023

Cllr Peter Schwier



**Have
your say!**

9 October until 19 November 2023

Recycling Centre Bookings
Consultation proposal

Background

Bookings have been required at all sites for all vehicles since March 2023.

Blue badge holders, pedestrians and cyclists are not required to book.

Primary booking route is online, but booking via the contact centre is available (Mon-Fri).

Bookings can be made between 6 weeks and 15 minutes of arrival on site.

Circa 50,000 booking slots are available each week.

ECC have committed to evaluating the trial and consulting on any proposal prior to any decision.



28 February 2022: Phase 1: VBS introduced for vans, pick-ups and vehicles with large trailers at 9 large RCHWs*



6 June 2022: Phase 2: VBS introduced for cars at Rayleigh RCHW

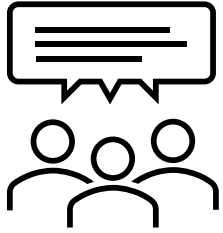


13 March 2023: Phase 3: VBS introduced for cars at all remaining RCHWs (trial for 9 months)

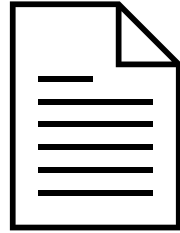


Autumn 2023: Phase 3: Interim evaluation

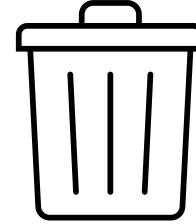
Evaluation findings



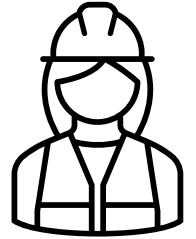
- 6,113 responses to the user survey
- High levels of satisfaction with overall experience, ease of booking, access and queuing
- 8 out of 10 people say the booking process hasn't changed how they dispose of waste
- Some residents told us they are reducing their waste, making fewer individual visits, donating to charity and using their kerbside collections more



- March – July over 600,000 car and 60,000 van bookings
- Since April, only 6% of cars and 2% of vans didn't book in advance
- 47% of car bookings are made on the same day as the booked visit
- Waste tonnages have remained largely unchanged since bookings introduced



- Fly-tipping incidents fluctuate year to year.
- The trend over the last two years is for a small decrease in fly tipping (-3.5%).
- Some councils have reported an increase while others have experienced a decrease in incidents
- Change in fly tipping incidents is not statistically significant and cannot be attributed to the vehicle booking system



- Operational feedback shows that reduced queuing has improved safety and resident engagement on site with staff

Consultation Proposal

Retain the recycling centre booking system permanently

Bookings will be required at all sites and across all opening hours

Bookings will be required for users in all cars and vans

Pedestrians and cyclists will not have to book

Blue Badge holders will be exempt from booking



Consultation approach

6 week consultation period

A strong, mixed media promotional campaign will be used to maximize consultation response and engagement

**The primary way to participate will be an online survey
Alternate formats will be provided**

The survey will ask respondents to indicate to what degree they agree or disagree with the proposal

'Free text' opportunities for respondents to provide more information

Responses will be analysed by an independent organisation



How to respond to consultation



The consultation is open from 9 October to 19 November 2023.



Read the documents in your local library and use a free to access computer to complete the survey



Read the documents and complete the survey at essex.gov.uk/recyclingcentrebookings



To request an alternative format or for help filling out the survey, call 0345 603 7625



Have your say!

9 October until 19 November 2023

We're proposing to keep the booking system for all vehicles at all Essex County Council recycling centres.

Visit essex.gov.uk/recyclingcentrebookings or scan the QR code to tell us your thoughts.



For alternative options to complete the survey, please call 0345 603 7625.

How can you support the consultation?

- Share communications inviting residents to participate in consultation
- Encourage and signpost residents to complete the consultation survey – **this is the best way to ensure their views are heard** – [essex.gov.uk/recyclingcentrebookings](https://www.essex.gov.uk/recyclingcentrebookings)
- Share emerging themes from your resident or parish and town council engagements with us
- Use key messages in any resident or parish and town council engagements to help ensure consistency for residents

Member support

We expect the proposal and consultation will generate significant levels of interest.

The following is being put in place to support Members:

- **Briefings:** to district, borough and city council colleagues and to parish and town councils
- **FAQs:** will be provided detailing the proposal, rationale and purpose
- **Template Responses:** to ensure consistency and timely response to enquiries
- **Project Resource:** supporting Member Enquiry process/Cabinet Member advisors
- **Member Support Pack:** on the performance of the trial and key data
- **Adaptive Communications:** responding to emerging themes/local issues
- **Regular Updates:** detail on emerging consultation response

Questions

Thank you

Consultation website: essex.gov.uk/recyclingcentrebookings

Consultation dates: 9 October – 19 November

Email: recyclingcentrebookings@essex.gov.uk