

## Recycling Centre Vehicle Bookings

### Interim Evaluation Summaries – individual sites

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# Recycling Centre Vehicle Bookings

## Evaluation Summary – Braintree Recycling Centre

### Survey Response facts and figures

- 481 responses were received for Braintree recycling centre
- 325 free text responses received for Braintree recycling centre

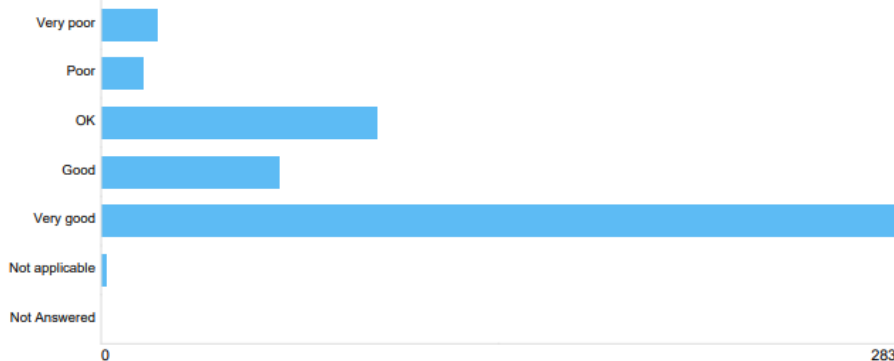
### Booking facts and figures

- Number of booking slots available per week during peak periods for cars is 3136, for vans / large vehicles there are 588 booking slots available.
- From 13<sup>th</sup> March to 30<sup>th</sup> July 2023, the average number of bookings managed per week for cars is 2276. Vans / large vehicles see an average of 427 bookings per week.
- Average bookings as a % of bookable capacity (peak time) for cars is 72%, for vans / large vehicles its 72%
- Average number of un-booked visits per week for cars is 878, vans/large vehicles have an average of 165 un-booked visits per week.

### User Feedback

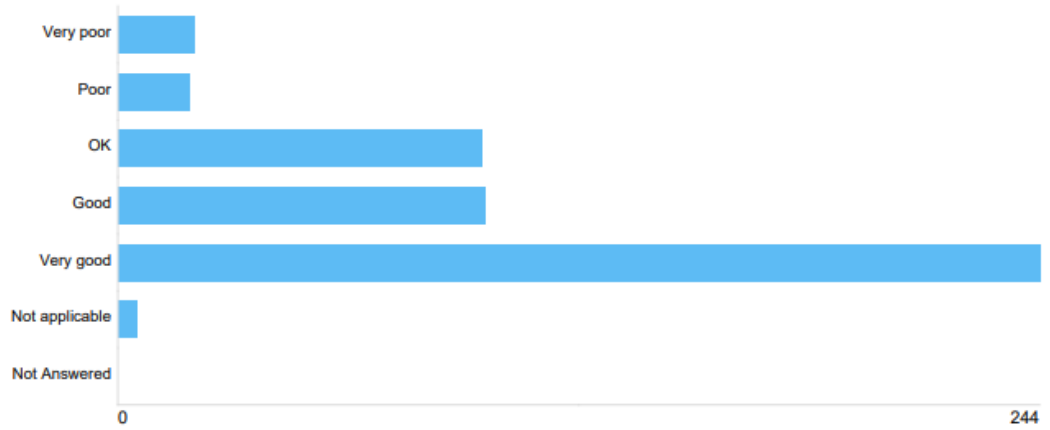
1. Since the booking process was introduced, how satisfied are you with the ease of making a booking?

**Satisfaction - Ease of making a booking**



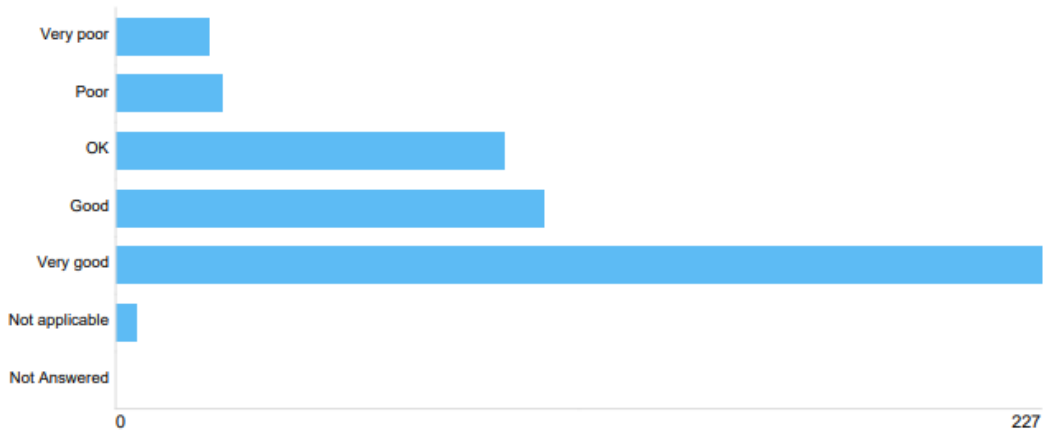
2. Since the booking process was introduced, how satisfied are you with the availability of slots on the day required?

**Satisfaction - Availability of slots on the day required**



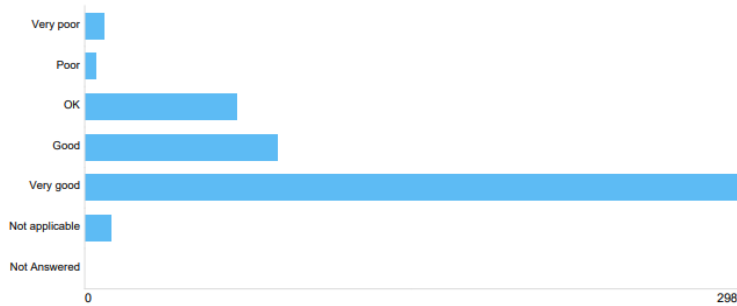
3. Since the booking process was introduced, how satisfied are you with the availability of slots at the time required?

**Satisfaction - Availability of slots at the time required**



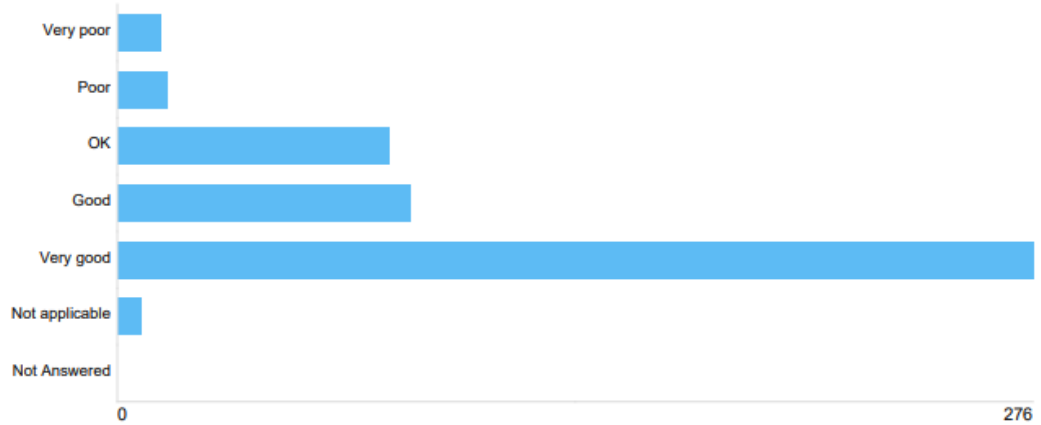
4. Since the booking process was introduced, how satisfied are you with the ease of access / queuing into the site?

**Satisfaction - Ease of access / queuing into the site**



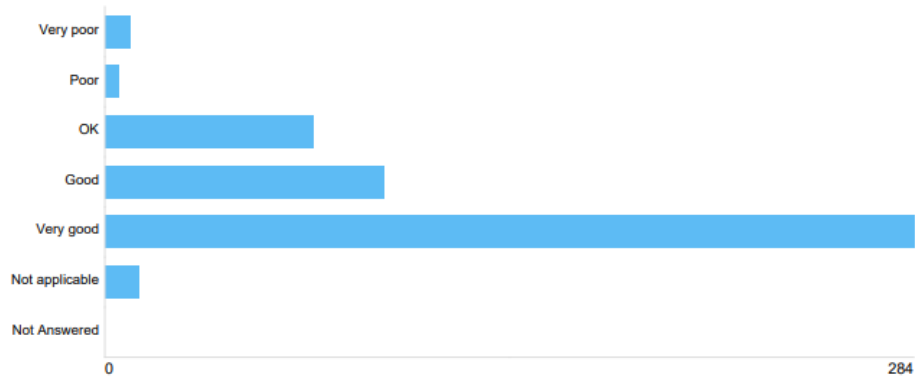
5. Since the booking process was introduced, how satisfied are you with the ease of your booking being checked on site?

**Satisfaction - Booking being checked on site**



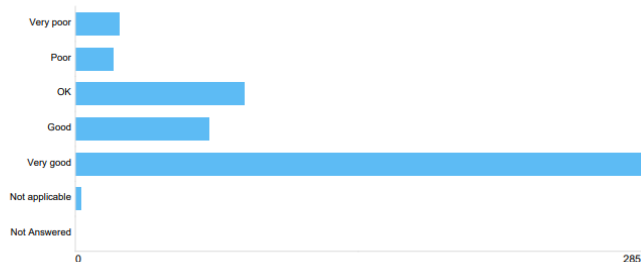
6. Since the booking process was introduced, how satisfied are you with the traffic control and flow on the site?

**Satisfaction - Traffic control and flow on the site**



7. Since the booking process was introduced, how satisfied are you with the overall customer experience?

**Satisfaction - Overall customer experience**



## Top 5 themes arising in free text comments:

Question: Please provide any other feedback on the booking process

<b>Feedback theme</b>	<b>Total feedback comments</b>	<b>Percentage of feedback comments</b>
Overall positive (bookings)	131	40.31%
Overall negative (bookings)	105	32.31%
Scrap it / unnecessary	81	24.92%
Queuing / traffic	73	22.46%
Inconvenient / need to plan	61	18.77%

Note: The final survey question was non-mandatory and was not completed by all respondents. If a free text response included more than one theme, multiple tags will have been applied.

# Recycling Centre Vehicle Bookings

## Evaluation Summary – Brentwood Recycling Centre

### Survey Response facts and figures

- 359 responses were received for Brentwood recycling centre
- 270 free text responses received for Brentwood recycling centre

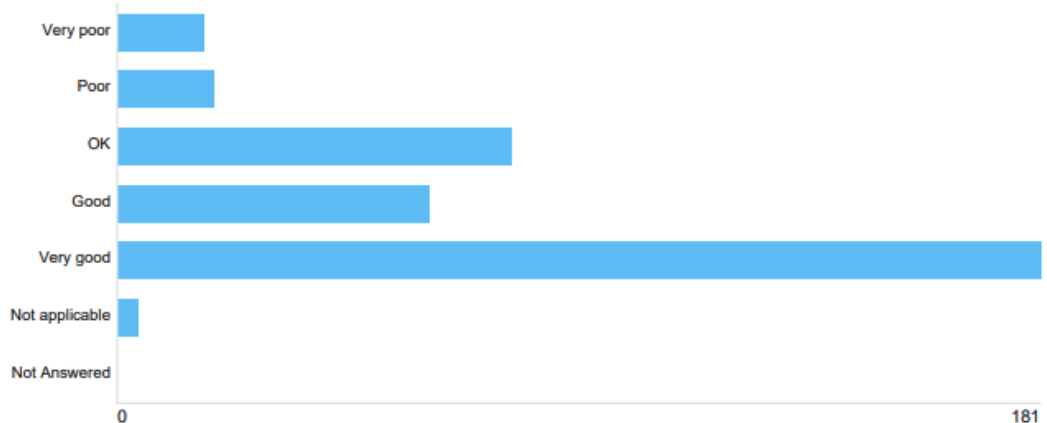
### Booking facts and figures

- Number of booking slots available per week during peak periods for cars is 2310, for vans / large vehicles there are 294 booking slots available
- From 13<sup>th</sup> March to 30<sup>th</sup> July 2023, the average number of bookings managed per week for cars is 1489. Vans / large vehicles see an average of 242 bookings per week
- Average bookings as a % of bookable capacity (peak time) for cars is 61%, for vans / large vehicles its 82%
- Average number of un-booked visits per week for cars is 901, vans/large vehicles have an average of 53 un-booked visits per week

### User Feedback

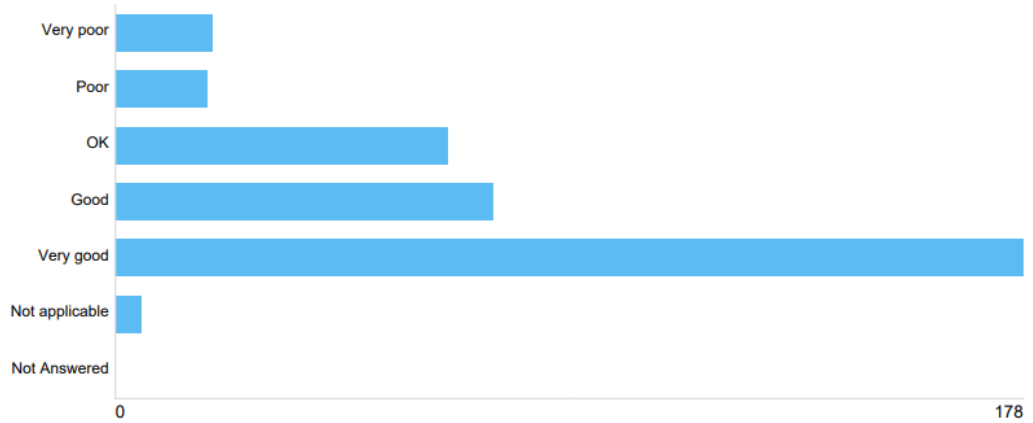
1. Since the booking process was introduced, how satisfied are you with the ease of making a booking?

**Satisfaction - Ease of making a booking**



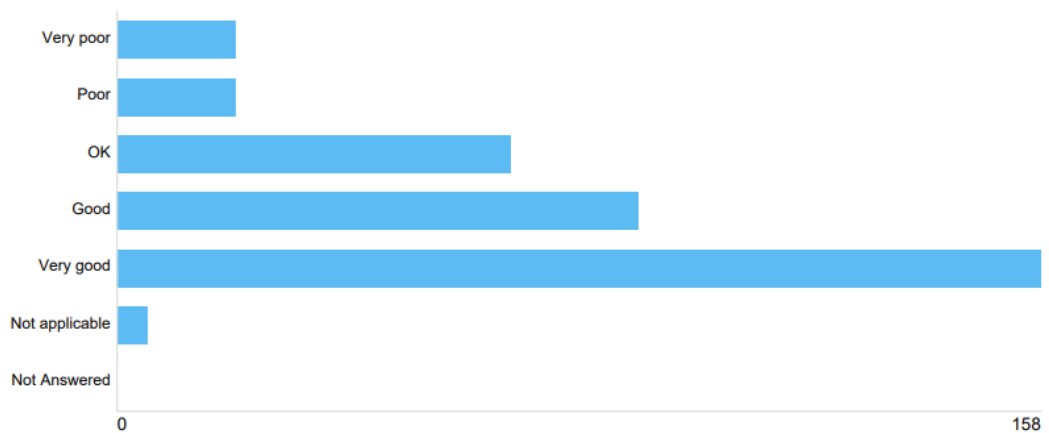
2. Since the booking process was introduced, how satisfied are you with the availability of slots on the day required?

**Satisfaction - Availability of slots on the day required**



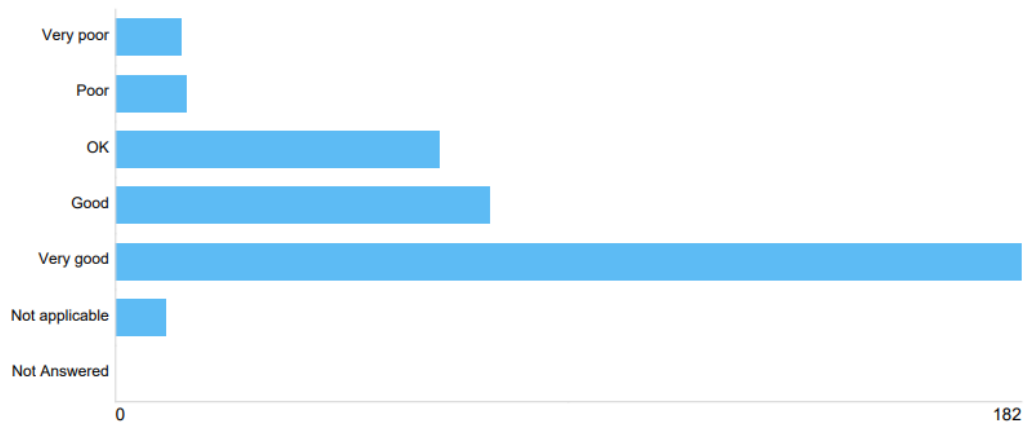
3. Since the booking process was introduced, how satisfied are you with the availability of slots at the time required?

**Satisfaction - Availability of slots at the time required**



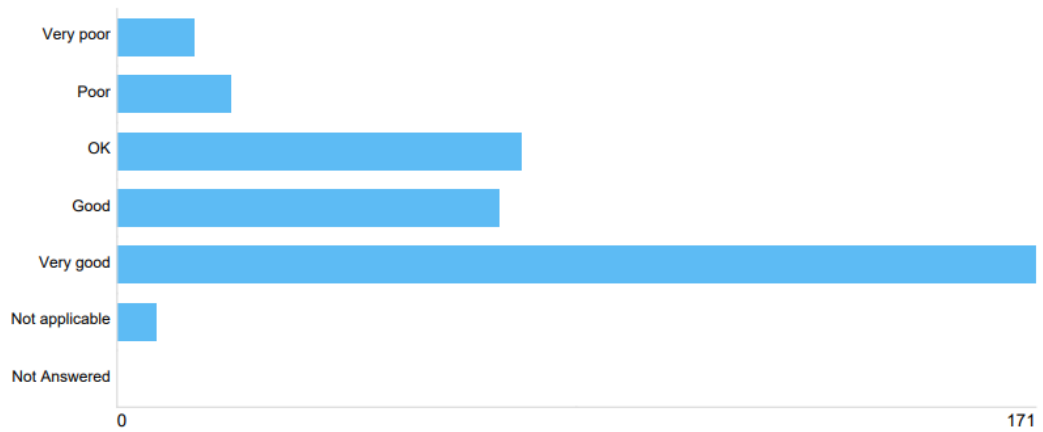
4. Since the booking process was introduced, how satisfied are you with the ease of access / queuing into the site?

**Satisfaction - Ease of access / queueing into the site**



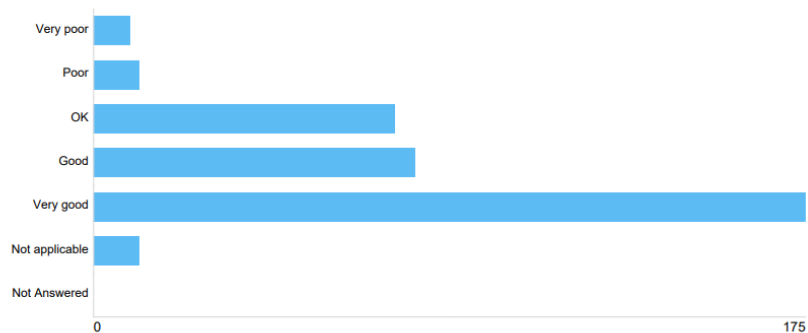
5. Since the booking process was introduced, how satisfied are you with the ease of your booking being checked on site?

**Satisfaction - Booking being checked on site**



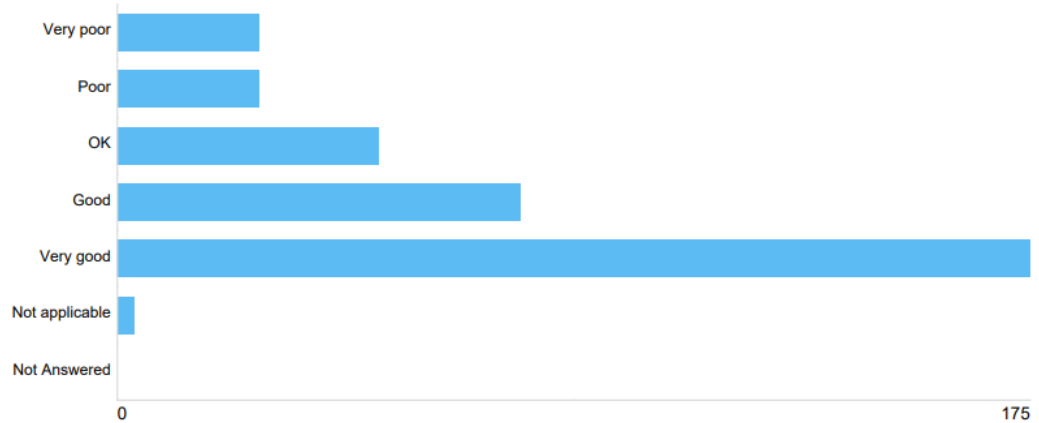
6. Since the booking process was introduced, how satisfied are you with the traffic control and flow on the site?

**Satisfaction - Traffic control and flow on the site**



7. Since the booking process was introduced, how satisfied are you with the overall customer experience?

**Satisfaction - Overall customer experience**



Top 5 themes arising in free text comments:

Question: Please provide any other feedback on the booking process

Feedback theme	Total feedback comments	Percentage of feedback comments
Overall positive (bookings)	104	38.52%
Overall negative (bookings)	103	38.15%
Scrap it / unnecessary	71	26.30%
Queuing / traffic	55	20.37%
Flytipping	54	20.00%

Note: The final survey question was non-mandatory and was not completed by all respondents. If a free text response included more than one theme, multiple tags will have been applied.

# Recycling Centre Vehicle Bookings

## Evaluation Summary – Burnham-on-Crouch Recycling Centre

### Survey Response facts and figures

- 121 responses were received for Burnham recycling centre
- 90 free text responses received for Burnham recycling centre

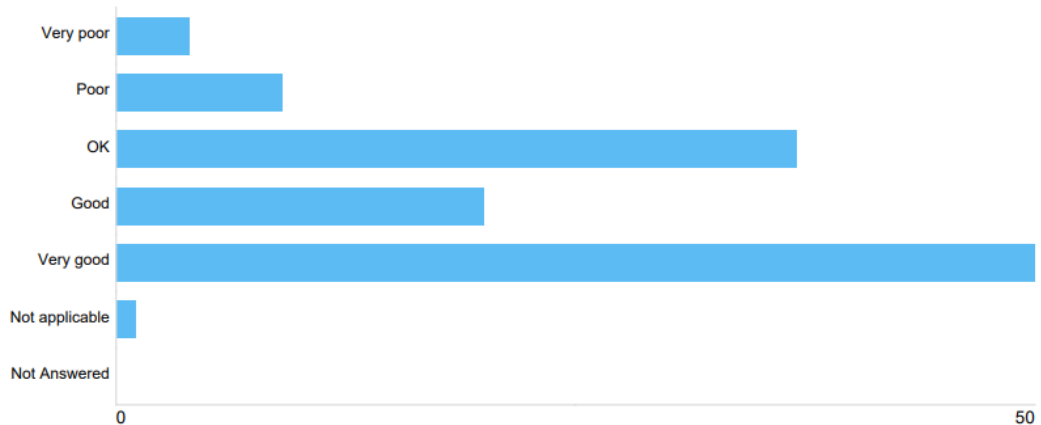
### Booking facts and figures

- Number of booking slots available per week during peak periods for cars is 960, for vans / large vehicles there are zero booking slots available, as this site does not accept large vehicles
- From 13<sup>th</sup> March to 30<sup>th</sup> July 2023, the average number of bookings managed per week for cars is 626
- Average bookings as a % of bookable capacity (peak time) for cars is 65%
- Average number of un-booked visits per week for cars is 336

### User Feedback

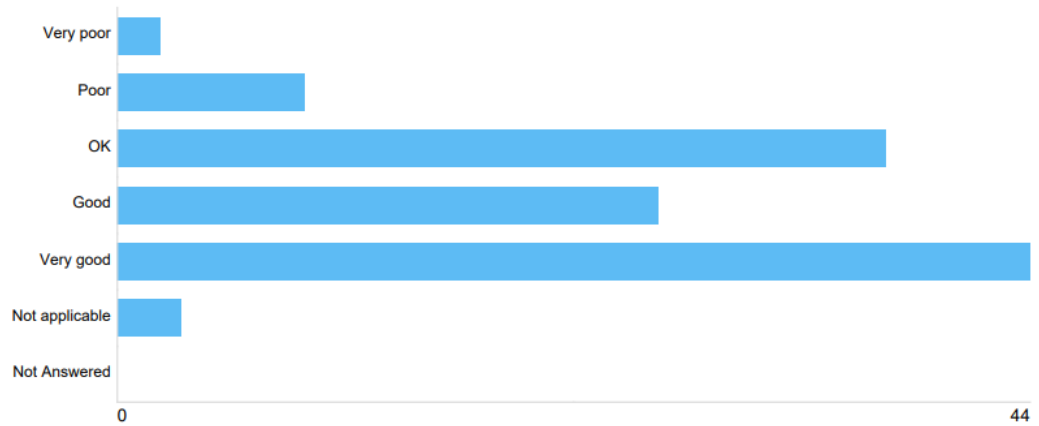
1. Since the booking process was introduced, how satisfied are you with the ease of making a booking?

**Satisfaction - Ease of making a booking**



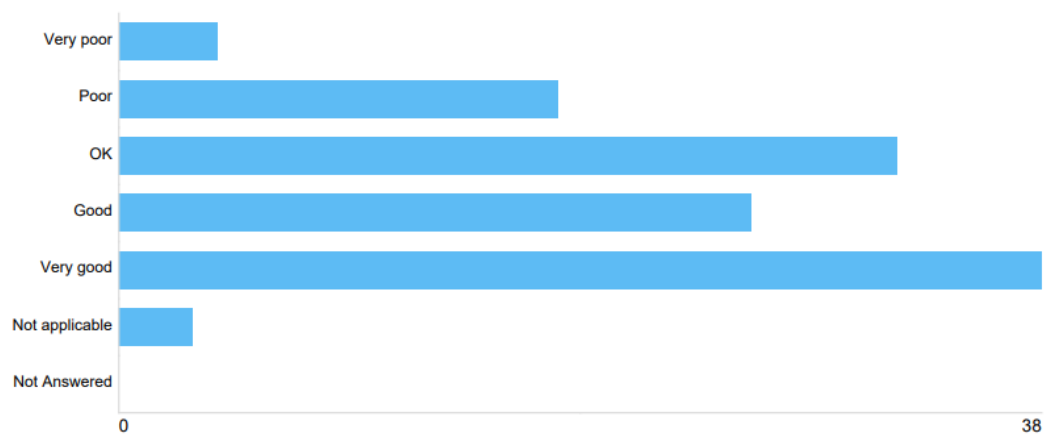
2. Since the booking process was introduced, how satisfied are you with the availability of slots on the day required?

**Satisfaction - Availability of slots on the day required**



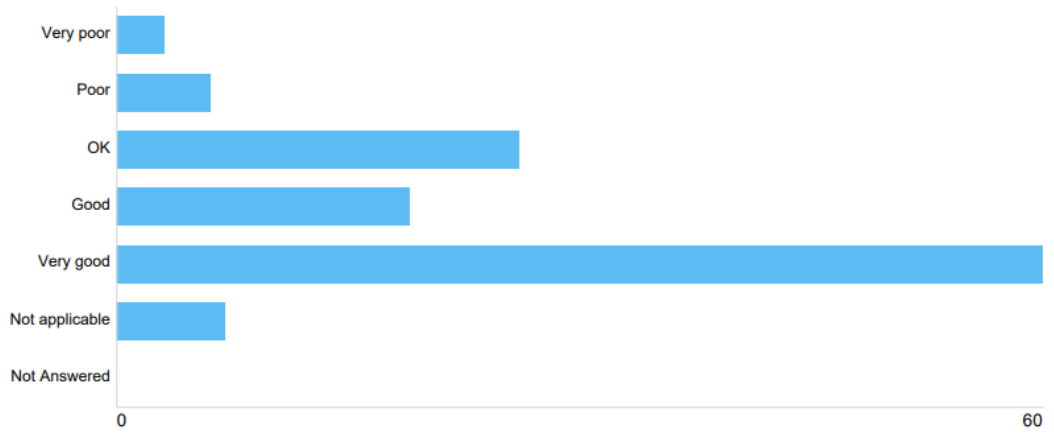
3. Since the booking process was introduced, how satisfied are you with the availability of slots at the time required?

**Satisfaction - Availability of slots at the time required**



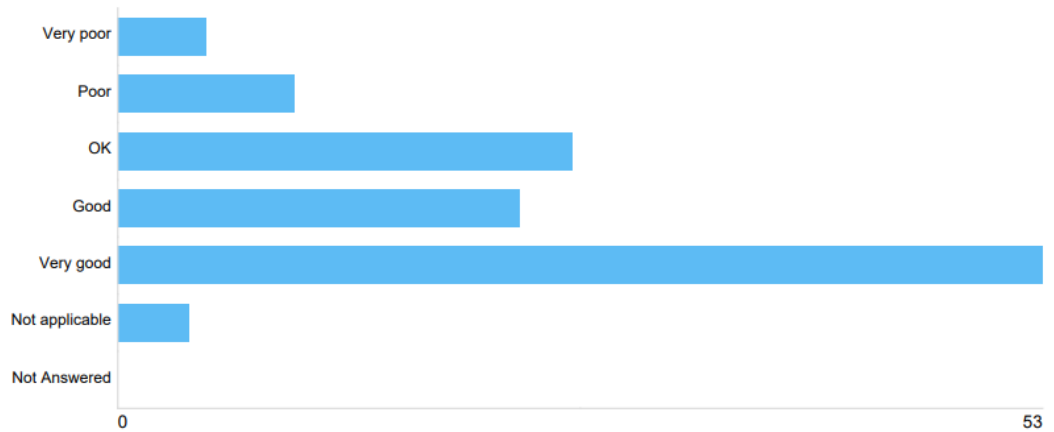
4. Since the booking process was introduced, how satisfied are you with the ease of access / queuing into the site?

**Satisfaction - Ease of access / queueing into the site**



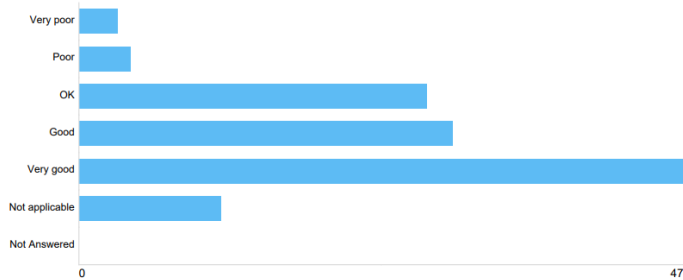
5. Since the booking process was introduced, how satisfied are you with the ease of your booking being checked on site?

**Satisfaction - Booking being checked on site**



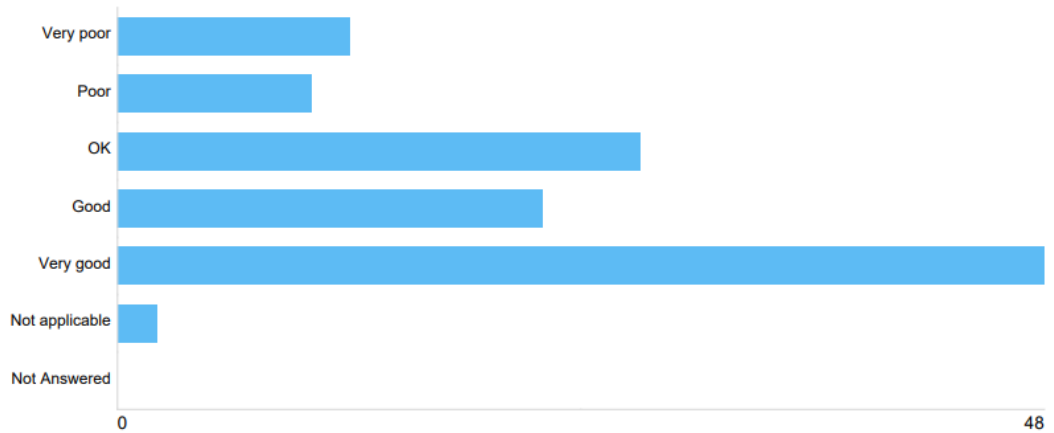
6. Since the booking process was introduced, how satisfied are you with the traffic control and flow on the site?

**Satisfaction - Traffic control and flow on the site**



7. Since the booking process was introduced, how satisfied are you with the overall customer experience?

**Satisfaction - Overall customer experience**



Top 5 themes arising in free text comments:

Question: Please provide any other feedback on the booking process

Feedback theme	Total feedback comments	Percentage of feedback comments
Overall negative (bookings)	47	52.22%
Scrap it / unnecessary	34	37.78%
Overall positive (bookings)	30	33.33%
Inconvenient / need to plan	22	24.44%
Queuing / traffic	21	23.33%

Note: The final survey question was non-mandatory and was not completed by all respondents. If a free text response included more than one theme, multiple tags will have been applied.

# Recycling Centre Vehicle Bookings

## Evaluation Summary – Canvey Recycling Centre

### Survey Response facts and figures

- 298 responses were received for Canvey recycling centre
- 209 free text responses received for Canvey recycling centre

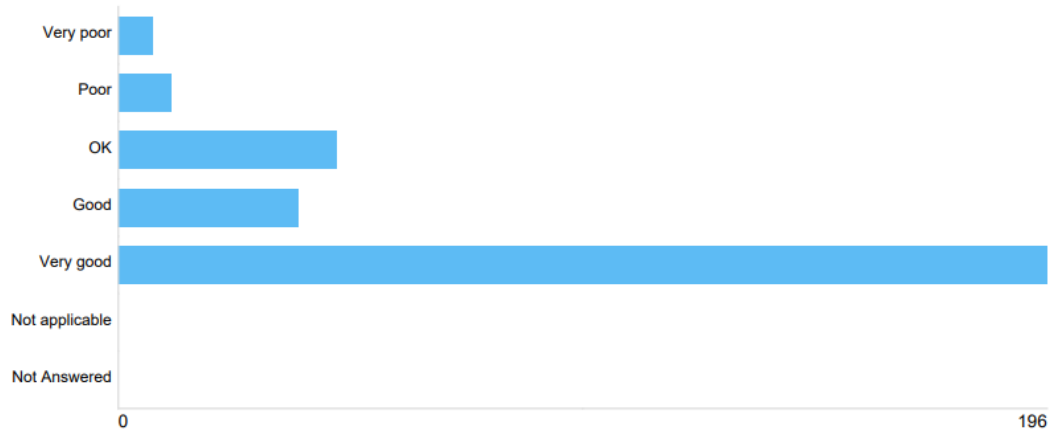
### Booking facts and figures

- Number of booking slots available per week during peak periods for cars is 2296, for vans / large vehicles there are zero booking slots available, as this site does not accept large vehicles
- From 13<sup>th</sup> March to 30<sup>th</sup> July 2023, the average number of bookings managed per week for cars is 1678
- Average bookings as a % of bookable capacity (peak time) for cars is 72%
- Average number of un-booked visits per week for cars is 643

### User Feedback

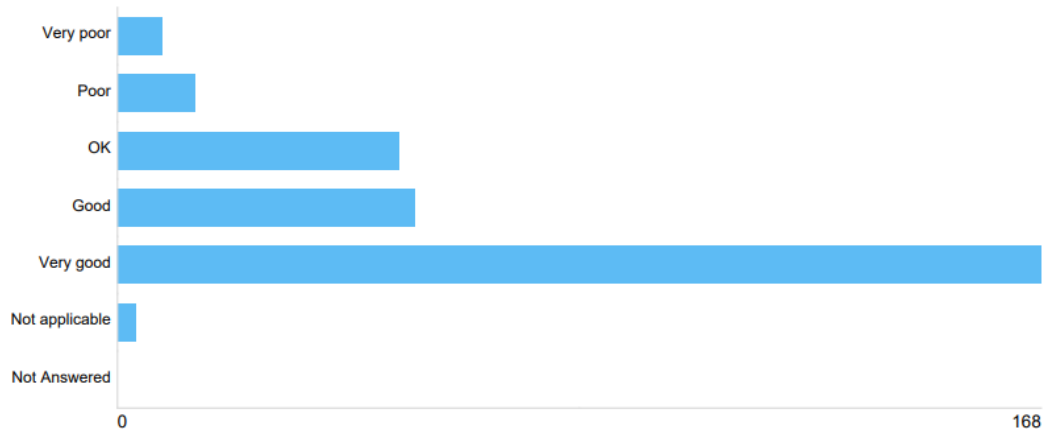
1. Since the booking process was introduced, how satisfied are you with the ease of making a booking?

**Satisfaction - Ease of making a booking**



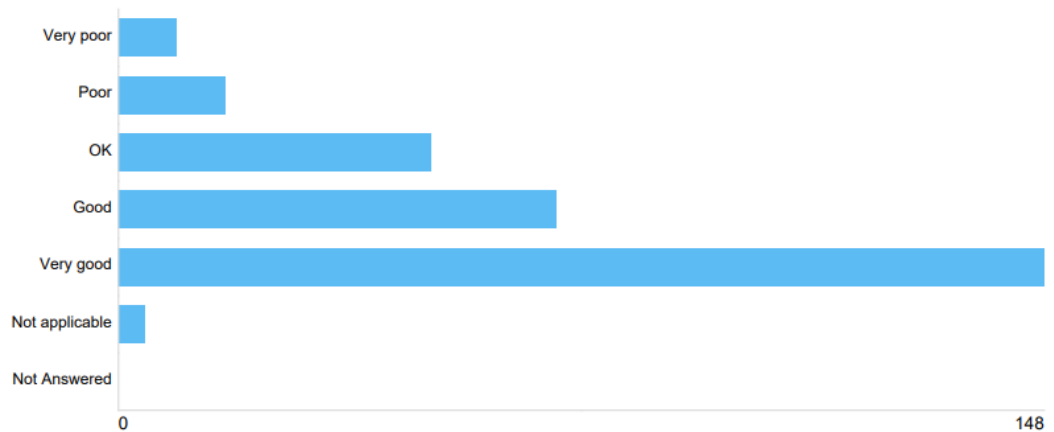
2. Since the booking process was introduced, how satisfied are you with the availability of slots on the day required?

**Satisfaction - Availability of slots on the day required**



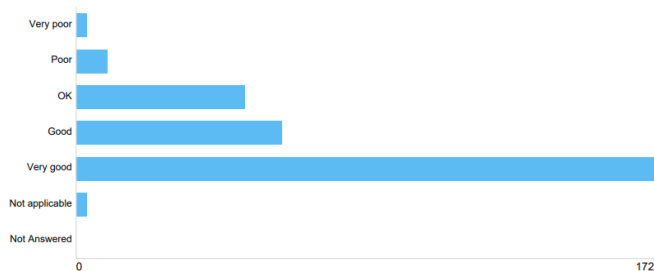
3. Since the booking process was introduced, how satisfied are you with the availability of slots at the time required?

**Satisfaction - Availability of slots at the time required**



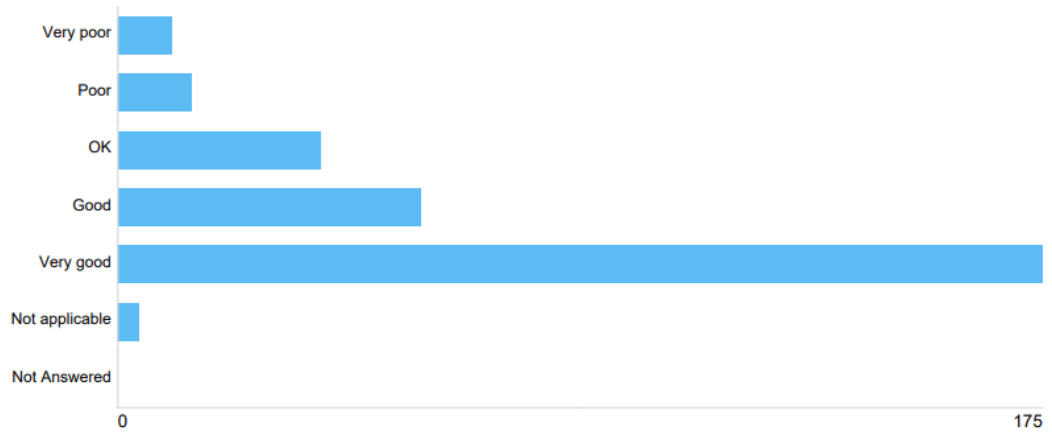
4. Since the booking process was introduced, how satisfied are you with the ease of access / queuing into the site?

**Satisfaction - Ease of access / queuing into the site**



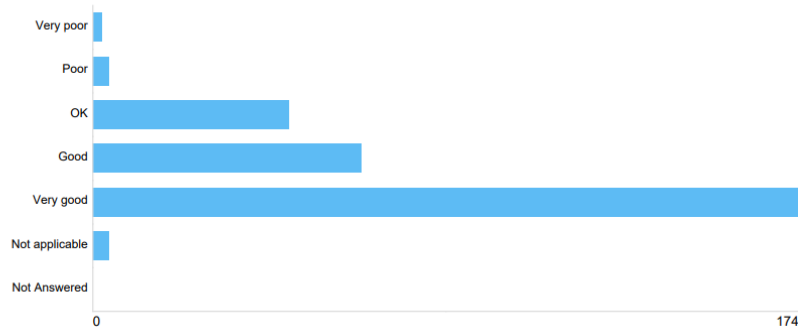
5. Since the booking process was introduced, how satisfied are you with the ease of your booking being checked on site?

**Satisfaction - Booking being checked on site**



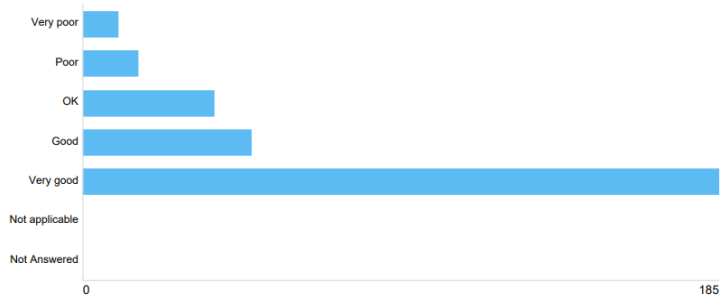
6. Since the booking process was introduced, how satisfied are you with the traffic control and flow on the site?

**Satisfaction - Traffic control and flow on the site**



7. Since the booking process was introduced, how satisfied are you with the overall customer experience?

**Satisfaction - Overall customer experience**



Top 5 themes arising in free text comments:

Question: Please provide any other feedback on the booking process

<b>Feedback theme</b>	<b>Total feedback comments</b>	<b>Percentage of feedback comments</b>
Overall positive (bookings)	100	47.85%
Overall negative (bookings)	54	25.84%
Queuing / traffic	44	21.05%
Inconvenient / need to plan	39	18.66%
Recycling centre staff	38	18.18%

Note: The final survey question was non-mandatory and was not completed by all respondents. If a free text response included more than one theme, multiple tags will have been applied.

# Recycling Centre Vehicle Bookings

## Evaluation Summary – Chelmsford Recycling Centre

### Survey Response facts and figures

- 507 responses were received for Chelmsford recycling centre
- 336 free text responses received for Chelmsford recycling centre

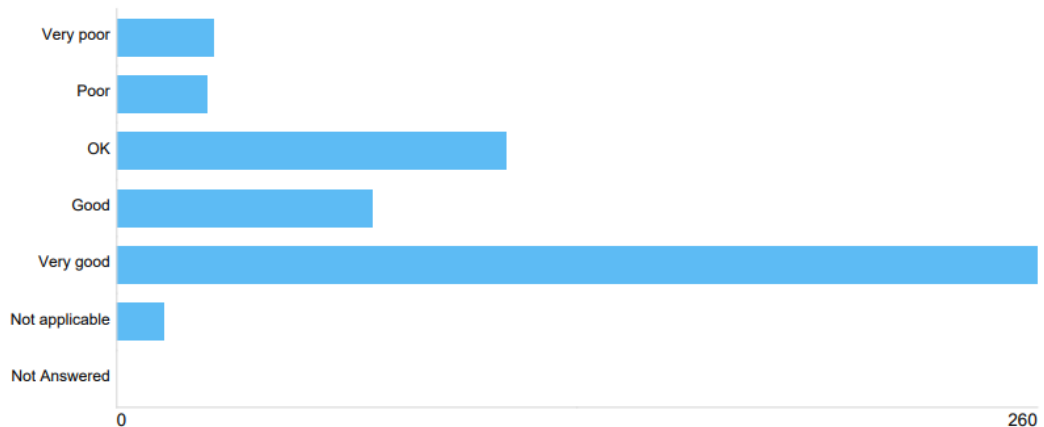
### Booking facts and figures

- Number of booking slots available per week during peak periods for cars is 2688, for vans / large vehicles there are 441 booking slots available
- From 13<sup>th</sup> March to 30<sup>th</sup> July 2023, the average number of bookings managed per week for cars is 2177. Vans / large vehicles see an average of 303 bookings per week
- Average bookings as a % of bookable capacity (peak time) for cars is 80%, for vans / large vehicles its 68%
- Average number of un-booked visits per week for cars is 538, vans/large vehicles have an average of 141 un-booked visits per week

### User Feedback

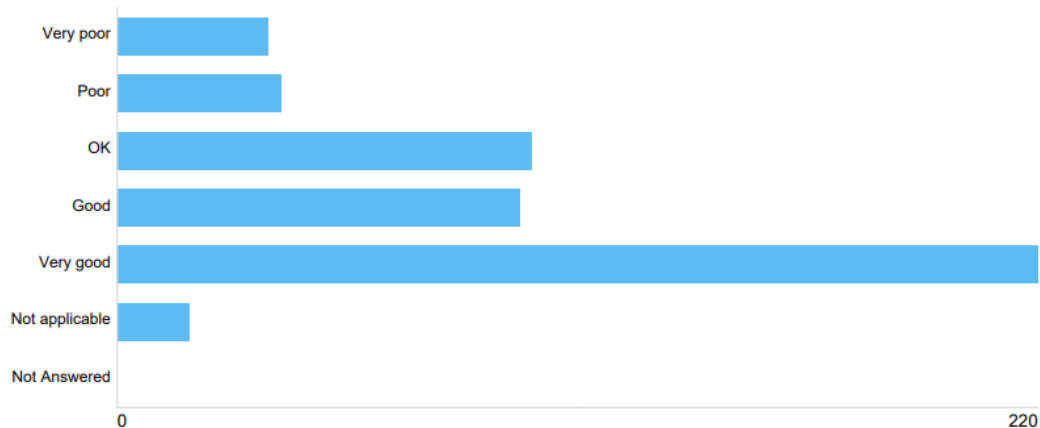
1. Since the booking process was introduced, how satisfied are you with the ease of making a booking?

**Satisfaction - Ease of making a booking**



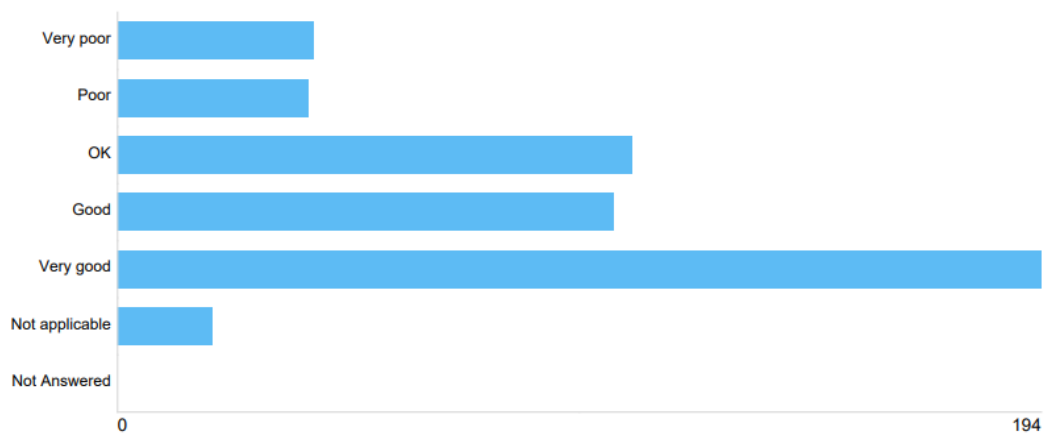
2. Since the booking process was introduced, how satisfied are you with the availability of slots on the day required?

**Satisfaction - Availability of slots on the day required**



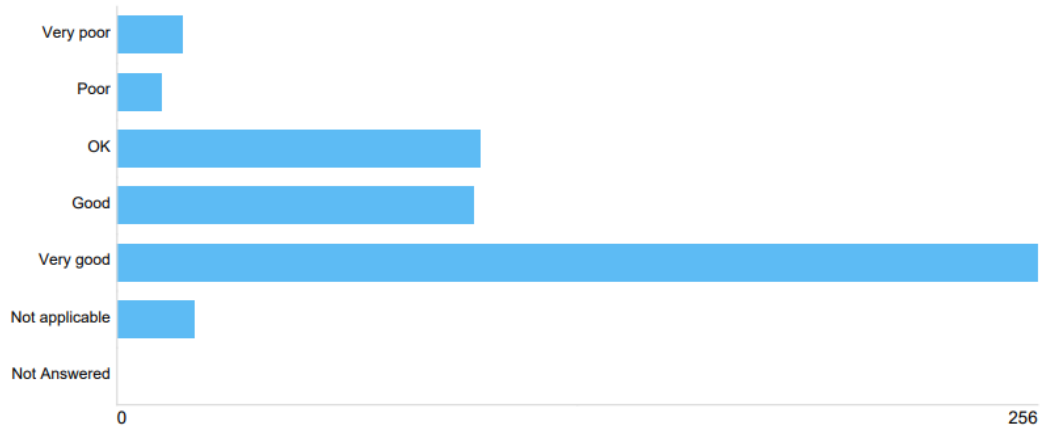
3. Since the booking process was introduced, how satisfied are you with the availability of slots at the time required?

**Satisfaction - Availability of slots at the time required**



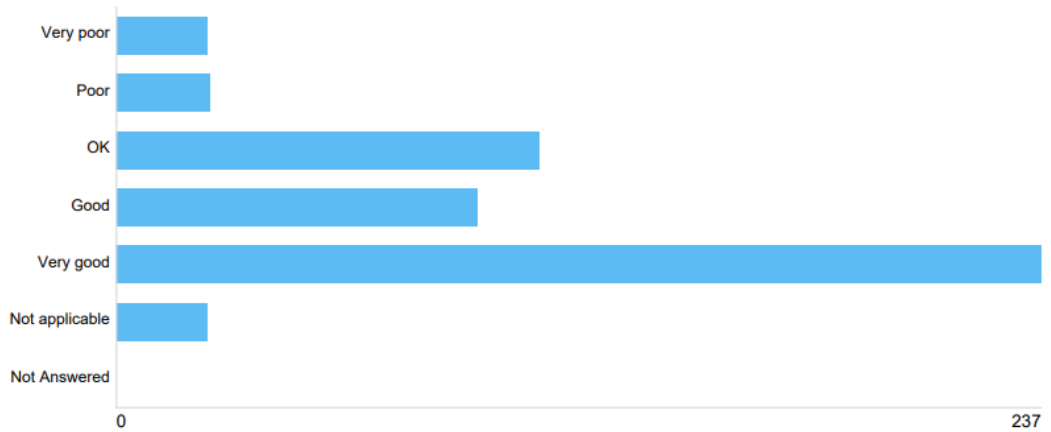
4. Since the booking process was introduced, how satisfied are you with the ease of access / queuing into the site?

**Satisfaction - Ease of access / queueing into the site**



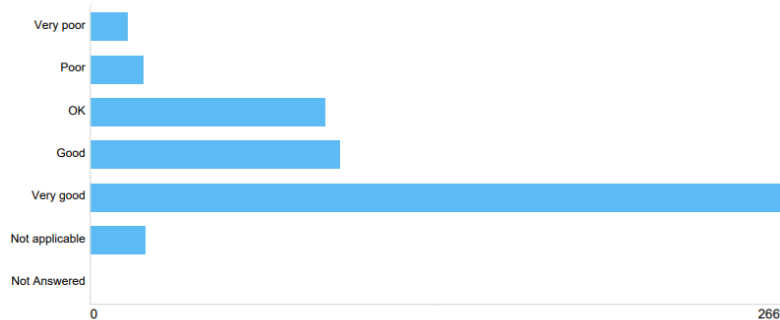
5. Since the booking process was introduced, how satisfied are you with the ease of your booking being checked on site?

**Satisfaction - Booking being checked on site**



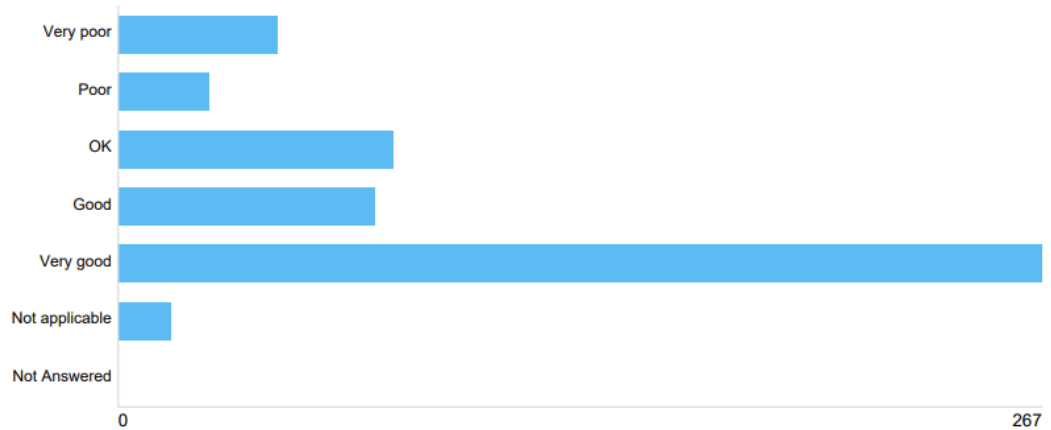
6. Since the booking process was introduced, how satisfied are you with the traffic control and flow on the site?

**Satisfaction - Traffic control and flow on the site**



7. Since the booking process was introduced, how satisfied are you with the overall customer experience?

**Satisfaction - Overall customer experience**



Top 5 themes arising in free text comments:

Question: Please provide any other feedback on the booking process

Feedback theme	Total feedback comments	Percentage of feedback comments
Overall negative (bookings)	129	38.39%
Overall positive (bookings)	122	36.31%
Scrap it / unnecessary	101	30.06%
Inconvenient / need to plan	88	26.19%
Queuing / traffic	76	22.62%

Note: The final survey question was non-mandatory and was not completed by all respondents. If a free text response included more than one theme, multiple tags will have been applied.

# Recycling Centre Vehicle Bookings

## Evaluation Summary – Chigwell Recycling Centre

### Survey Response facts and figures

- 94 responses were received for Chigwell recycling centre
- 61 free text responses received for Chigwell recycling centre

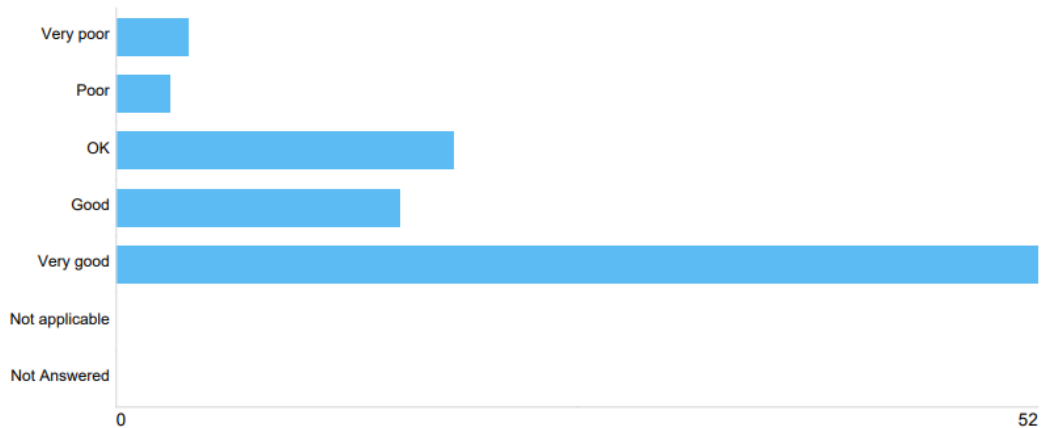
### Booking facts and figures

- Number of booking slots available per week during peak periods for cars is 1650, for vans / large vehicles there are zero booking slots available, as this site does not accept large vehicles
- From 13<sup>th</sup> March to 30<sup>th</sup> July 2023, the average number of bookings managed per week for cars is 667
- Average bookings as a % of bookable capacity (peak time) for cars is 40%
- Average number of un-booked visits per week for cars is 990

### User Feedback

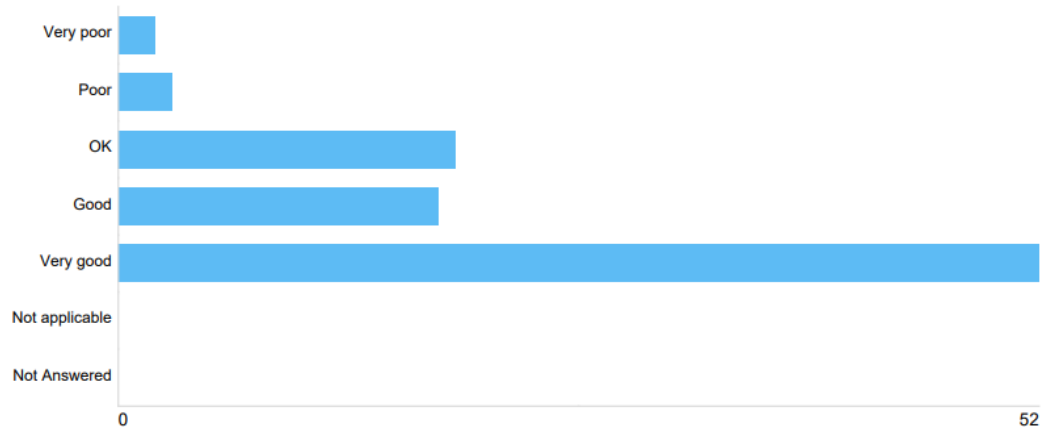
1. Since the booking process was introduced, how satisfied are you with the ease of making a booking?

**Satisfaction - Ease of making a booking**



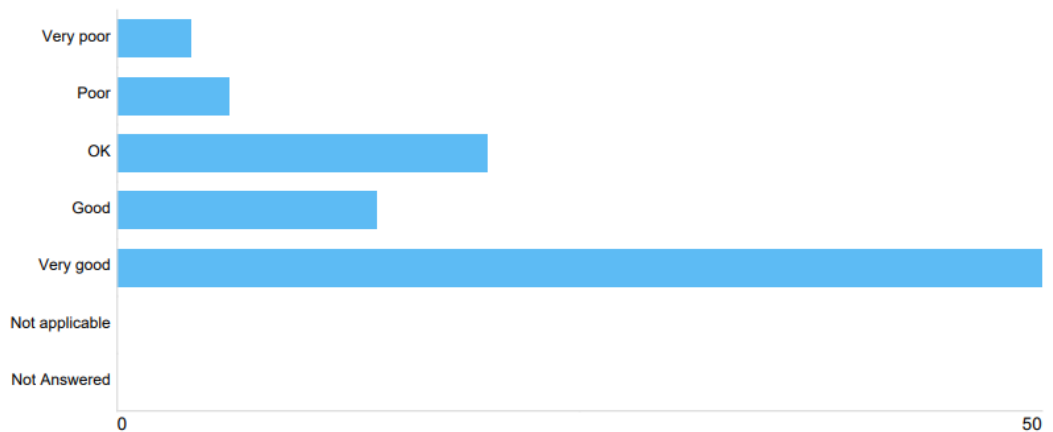
2. Since the booking process was introduced, how satisfied are you with the availability of slots on the day required?

**Satisfaction - Availability of slots on the day required**



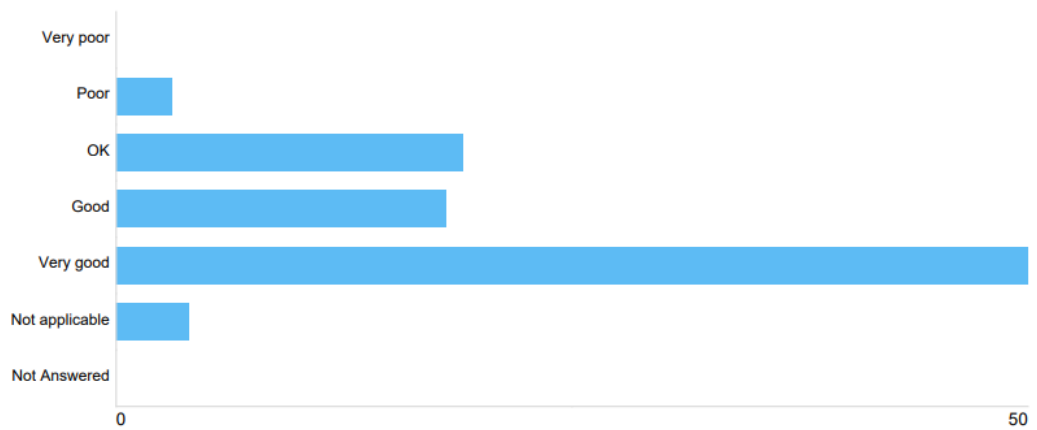
3. Since the booking process was introduced, how satisfied are you with the availability of slots at the time required?

**Satisfaction - Availability of slots at the time required**



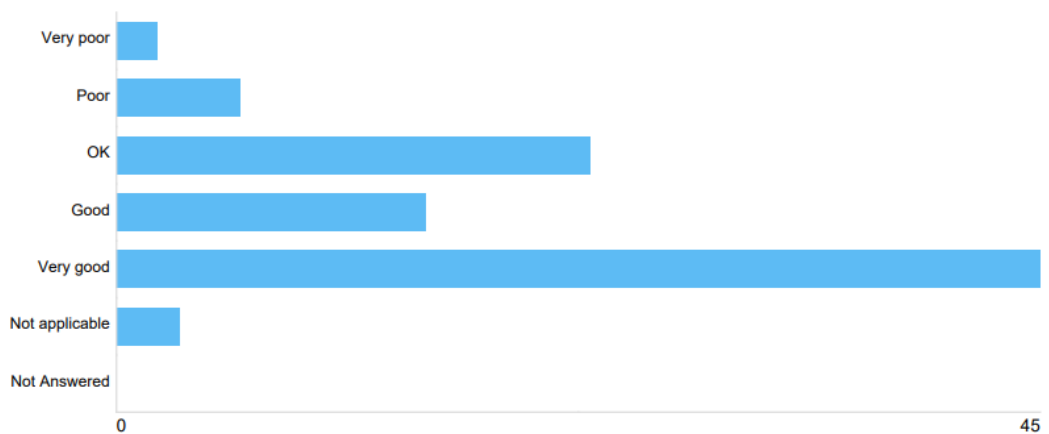
4. Since the booking process was introduced, how satisfied are you with the ease of access / queuing into the site?

**Satisfaction - Ease of access / queueing into the site**



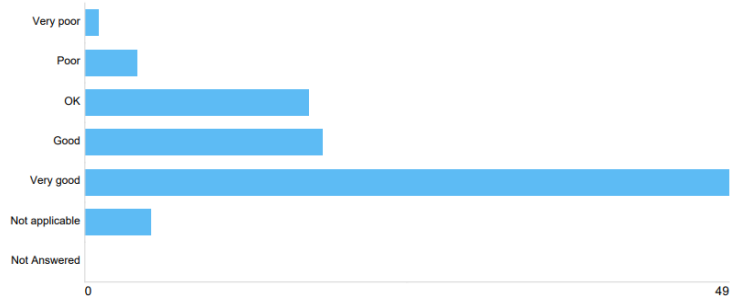
5. Since the booking process was introduced, how satisfied are you with the ease of your booking being checked on site?

**Satisfaction - Booking being checked on site**



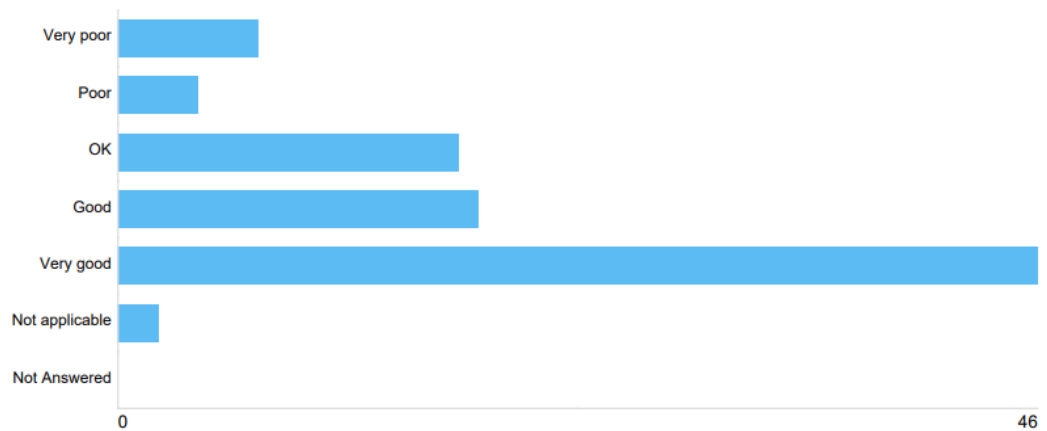
6. Since the booking process was introduced, how satisfied are you with the traffic control and flow on the site?

**Satisfaction - Traffic control and flow on the site**



7. Since the booking process was introduced, how satisfied are you with the overall customer experience?

**Satisfaction - Overall customer experience**



Top 5 themes arising in free text comments:

Question: Please provide any other feedback on the booking process

Feedback theme	Total feedback comments	Percentage of feedback comments
Overall positive (bookings)	24	39.34%
Overall negative (bookings)	19	31.15%
Inconvenient / need to plan	14	22.95%
Scrap it / unnecessary	14	22.95%
Recycling centre staff	13	21.31%

Note: The final survey question was non-mandatory and was not completed by all respondents. If a free text response included more than one theme, multiple tags will have been applied.

# Recycling Centre Vehicle Bookings

## Evaluation Summary – Clacton Recycling Centre

### Survey Response facts and figures

- 511 responses were received for Clacton recycling centre
- 336 free text responses received for Clacton recycling centre

### Booking facts and figures

- Number of booking slots available per week during peak periods for cars is 3808, for vans / large vehicles there are 588 booking slots available
- From 13<sup>th</sup> March to 30<sup>th</sup> July 2023, the average number of bookings managed per week for cars is 2460. Vans / large vehicles see an average of 458 bookings per week
- Average bookings as a % of bookable capacity (peak time) for cars is 64%, for vans / large vehicles its 77%
- Average number of un-booked visits per week for cars is 1371, vans/large vehicles have an average of 135 un-booked visits per week

### User Feedback

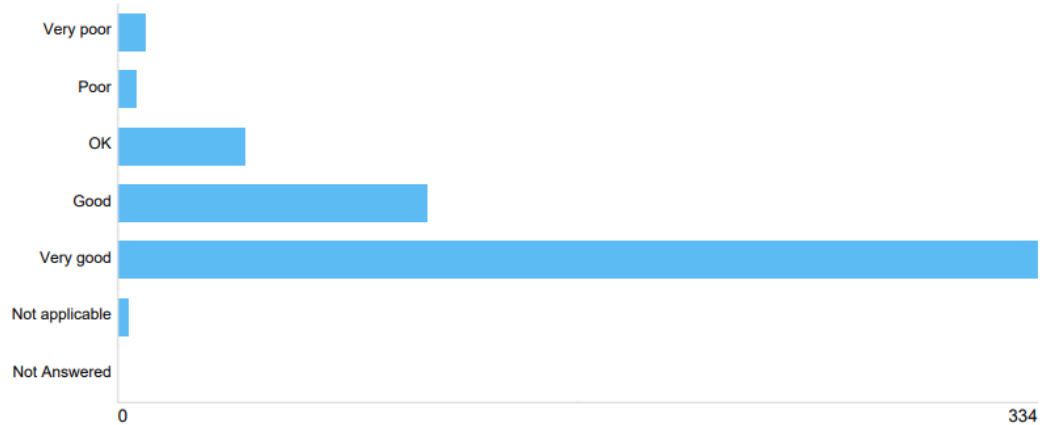
1. Since the booking process was introduced, how satisfied are you with the ease of making a booking?

**Satisfaction - Ease of making a booking**



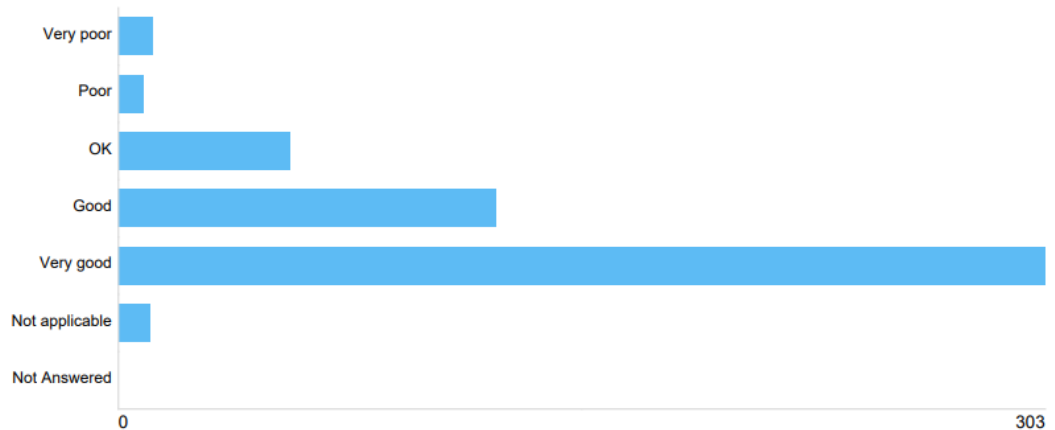
2. Since the booking process was introduced, how satisfied are you with the availability of slots on the day required?

**Satisfaction - Availability of slots on the day required**



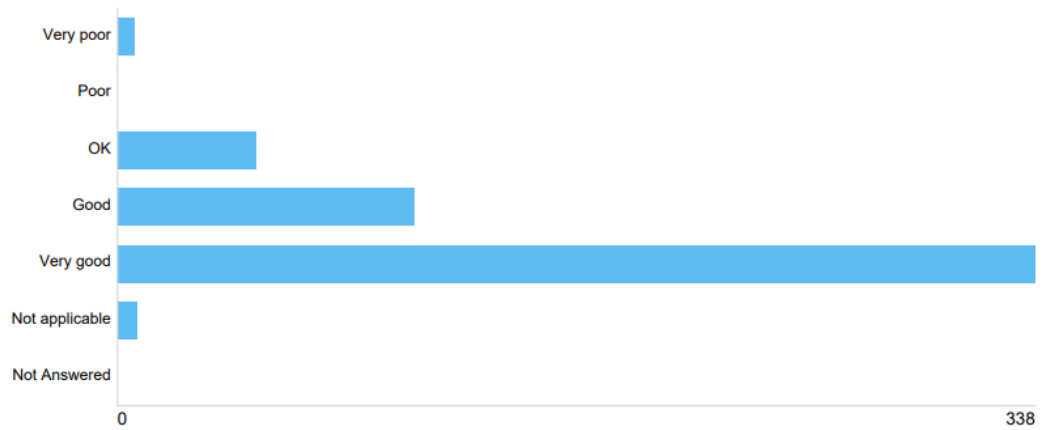
3. Since the booking process was introduced, how satisfied are you with the availability of slots at the time required?

**Satisfaction - Availability of slots at the time required**



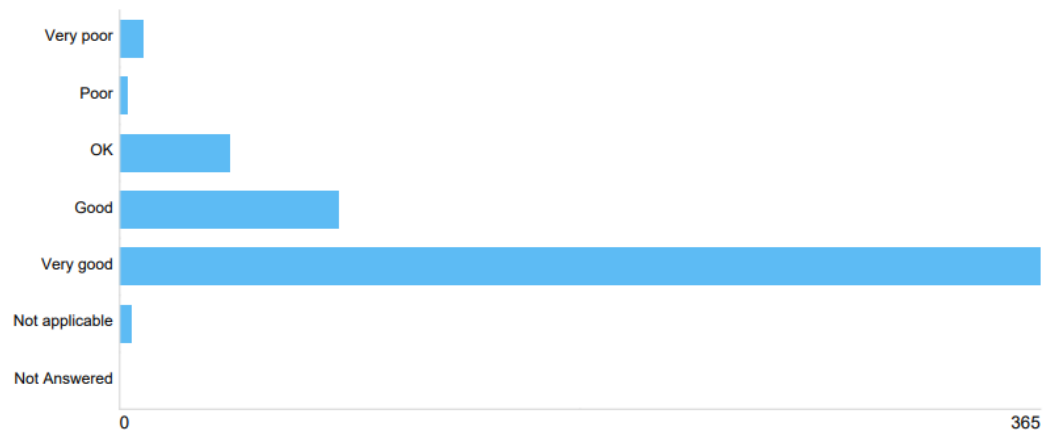
4. Since the booking process was introduced, how satisfied are you with the ease of access / queuing into the site?

**Satisfaction - Ease of access / queueing into the site**



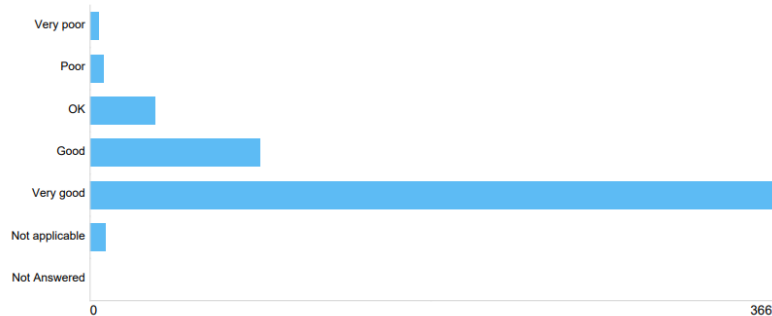
5. Since the booking process was introduced, how satisfied are you with the ease of your booking being checked on site?

**Satisfaction - Booking being checked on site**



6. Since the booking process was introduced, how satisfied are you with the traffic control and flow on the site?

**Satisfaction - Traffic control and flow on the site**



7. Since the booking process was introduced, how satisfied are you with the overall customer experience?

**Satisfaction - Overall customer experience**



Top 5 themes arising in free text comments:

Question: Please provide any other feedback on the booking process

Feedback theme	Total feedback comments	Percentage of feedback comments
Overall positive (bookings)	208	61.90%
Recycling centre staff	97	28.87%
Queuing / traffic	83	24.70%
Overall negative (bookings)	52	15.48%
Bookings website experience	33	9.82%

Note: The final survey question was non-mandatory and was not completed by all respondents. If a free text response included more than one theme, multiple tags will have been applied.

# Recycling Centre Vehicle Bookings

## Evaluation Summary – Colchester Recycling Centre

### Survey Response facts and figures

- 570 responses were received for Colchester recycling centre
- 363 free text responses received for Colchester recycling centre

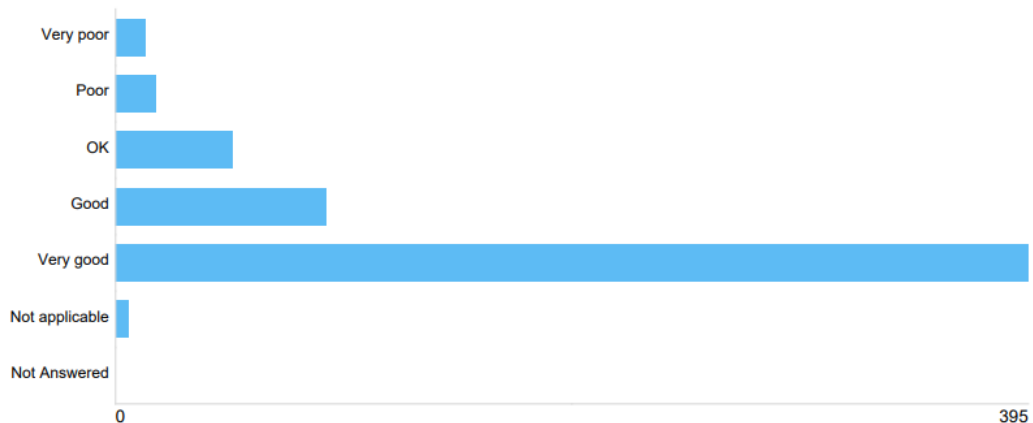
### Booking facts and figures

- Number of booking slots available per week during peak periods for cars is 3808, for vans / large vehicles there are 588 booking slots available
- From 13<sup>th</sup> March to 30<sup>th</sup> July 2023, the average number of bookings managed per week for cars is 3289. Vans / large vehicles see an average of 460 bookings per week
- Average bookings as a % of bookable capacity (peak time) for cars is 86%, for vans / large vehicles its 77%
- Average number of un-booked visits per week for cars is 533, vans/large vehicles have an average of 135 un-booked visits per week

### User Feedback

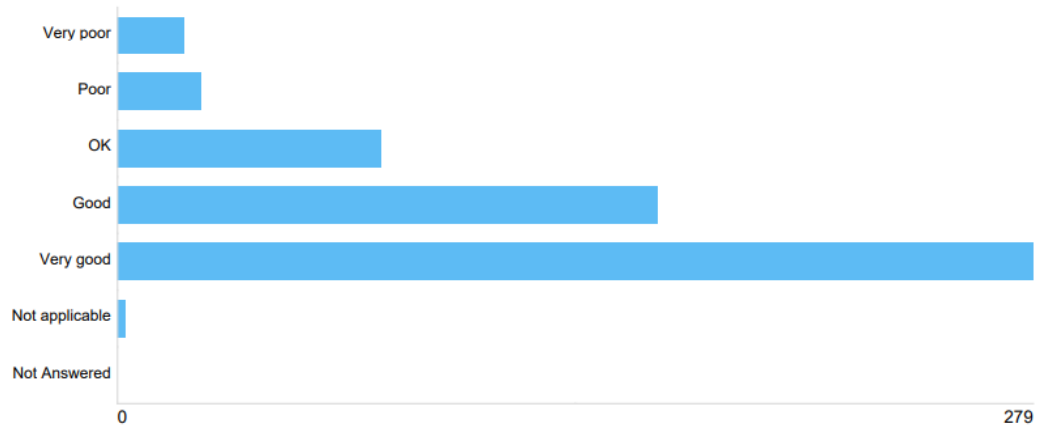
1. Since the booking process was introduced, how satisfied are you with the ease of making a booking?

**Satisfaction - Ease of making a booking**



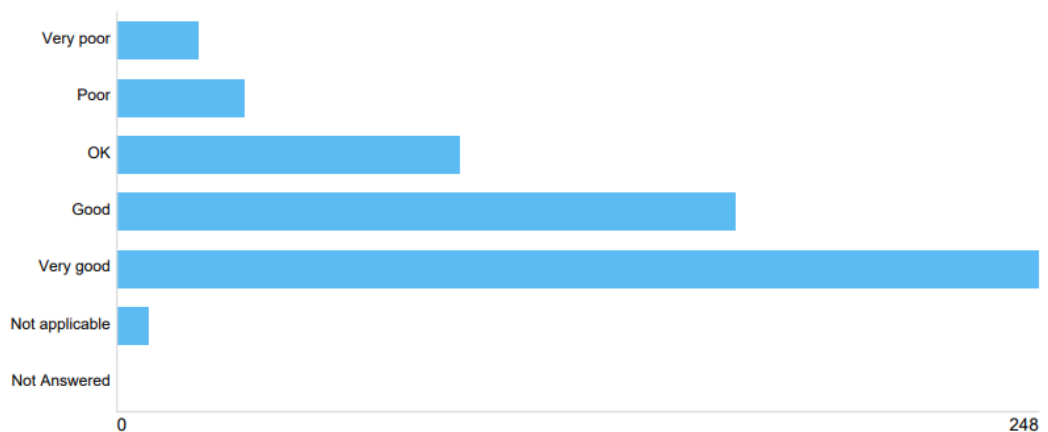
2. Since the booking process was introduced, how satisfied are you with the availability of slots on the day required?

**Satisfaction - Availability of slots on the day required**



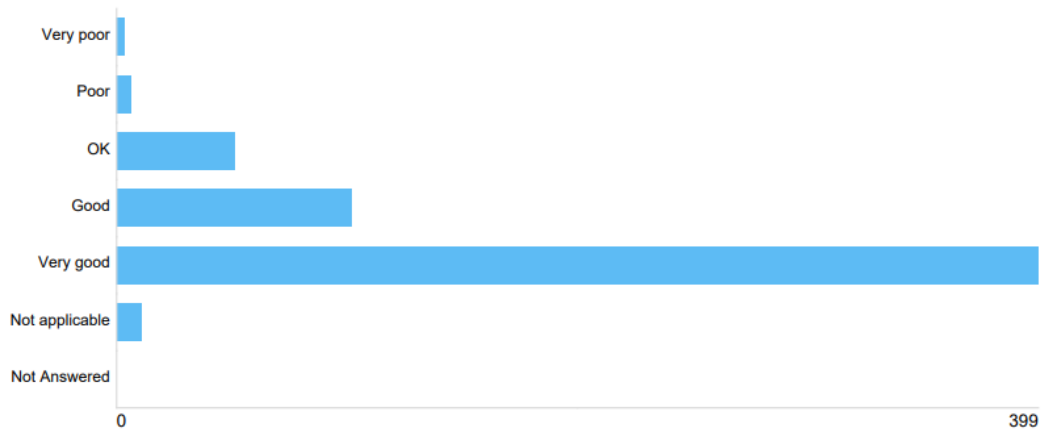
3. Since the booking process was introduced, how satisfied are you with the availability of slots at the time required?

**Satisfaction - Availability of slots at the time required**



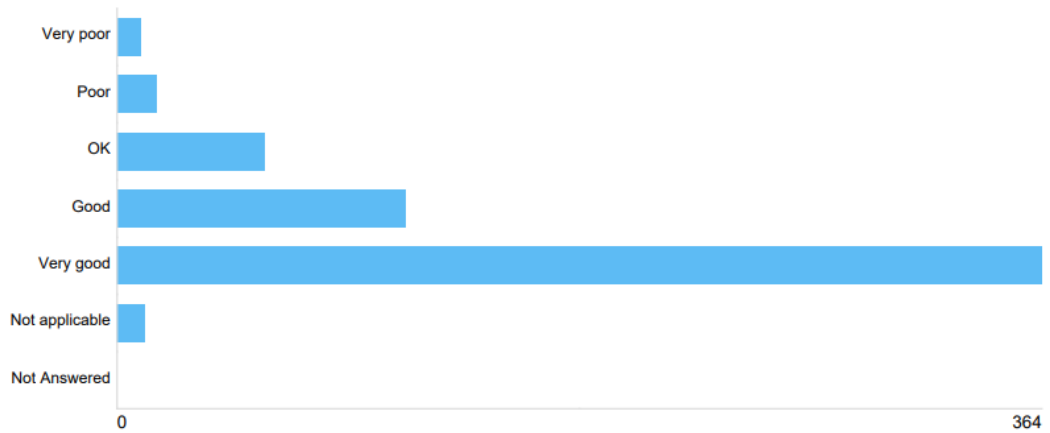
4. Since the booking process was introduced, how satisfied are you with the ease of access / queuing into the site?

**Satisfaction - Ease of access / queueing into the site**



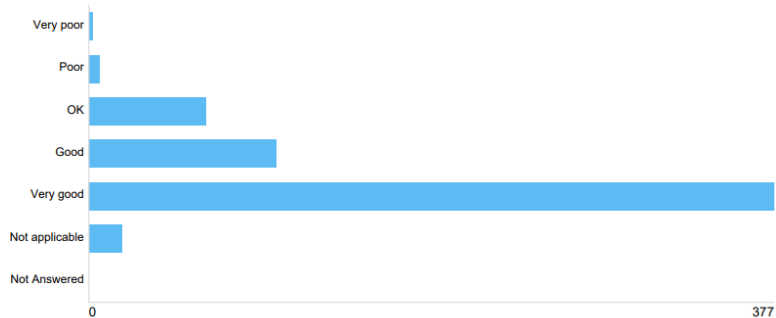
5. Since the booking process was introduced, how satisfied are you with the ease of your booking being checked on site?

**Satisfaction - Booking being checked on site**



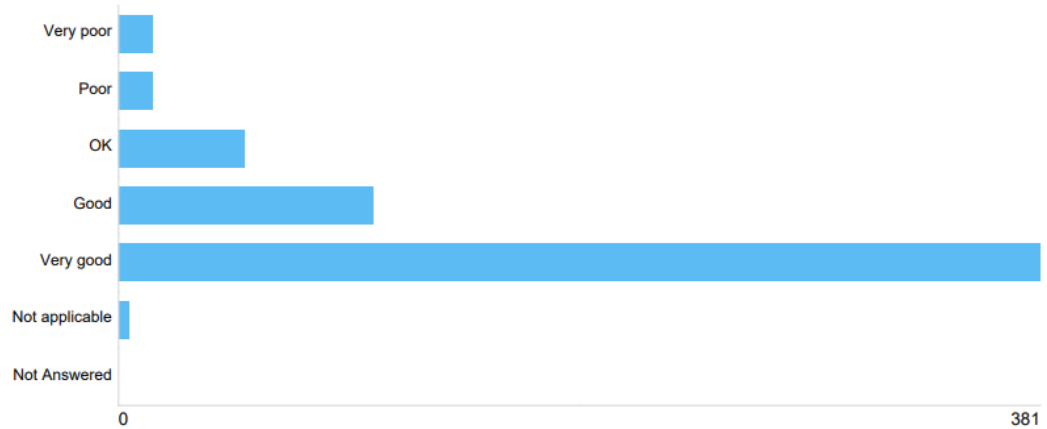
6. Since the booking process was introduced, how satisfied are you with the traffic control and flow on the site?

**Satisfaction - Traffic control and flow on the site**



7. Since the booking process was introduced, how satisfied are you with the overall customer experience?

**Satisfaction - Overall customer experience**



Top 5 themes arising in free text comments:

Question: Please provide any other feedback on the booking process

Feedback theme	Total feedback comments	Percentage of feedback comments
Overall positive (bookings)	207	57.02%
RC staff	114	31.40%
Queuing / traffic	104	28.65%
Suggested improvement	51	14.05%
Inconvenient / need to plan	40	11.02%

Note: The final survey question was non-mandatory and was not completed by all respondents. If a free text response included more than one theme, multiple tags will have been applied.

# Recycling Centre Vehicle Bookings

## Evaluation Summary – Dovercourt Recycling Centre

### Survey Response facts and figures

- 159 responses were received for Dovercourt recycling centre
- 108 free text responses received for Dovercourt recycling centre

### Booking facts and figures

- Number of booking slots available per week during peak periods for cars is 1260, for vans / large vehicles there are zero booking slots available, as this site does not accept large vehicles
- From 13<sup>th</sup> March to 30<sup>th</sup> July 2023, the average number of bookings managed per week for cars is 892
- Average bookings as a % of bookable capacity (peak time) for cars is 70%
- Average number of un-booked visits per week for cars is 378

### User Feedback

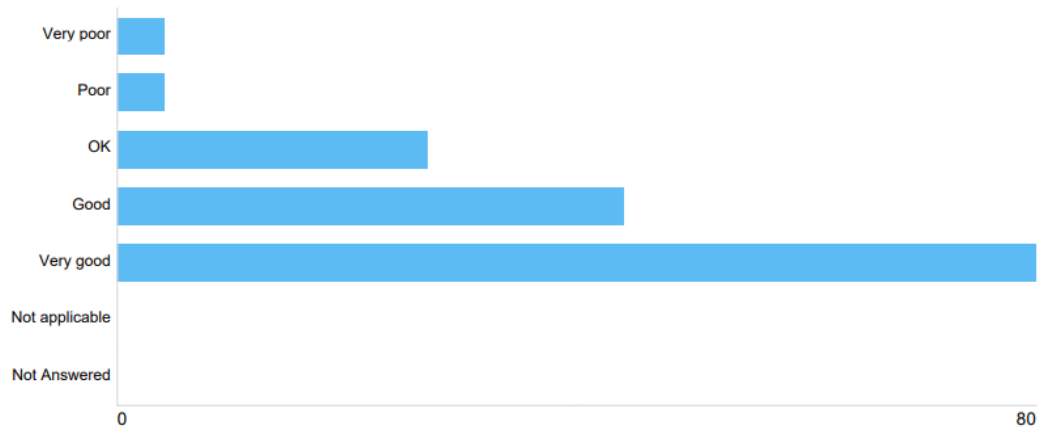
1. Since the booking process was introduced, how satisfied are you with the ease of making a booking?

**Satisfaction - Ease of making a booking**



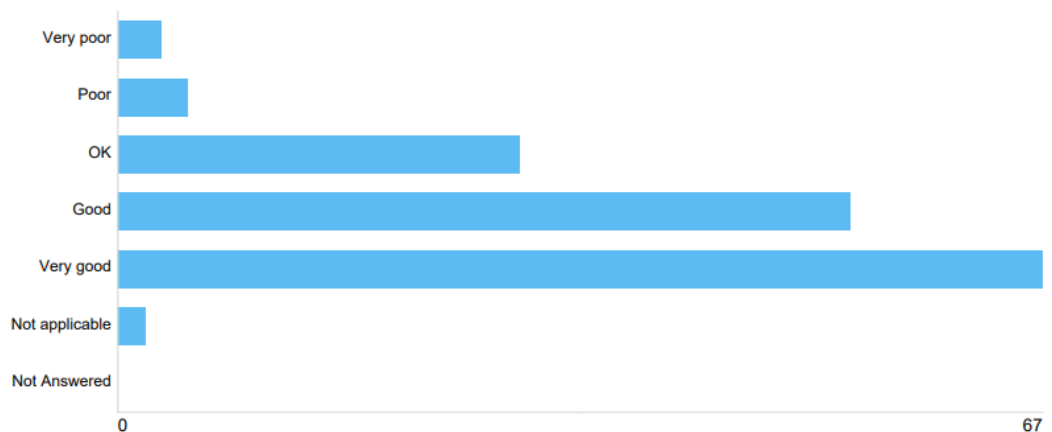
2. Since the booking process was introduced, how satisfied are you with the availability of slots on the day required?

**Satisfaction - Availability of slots on the day required**



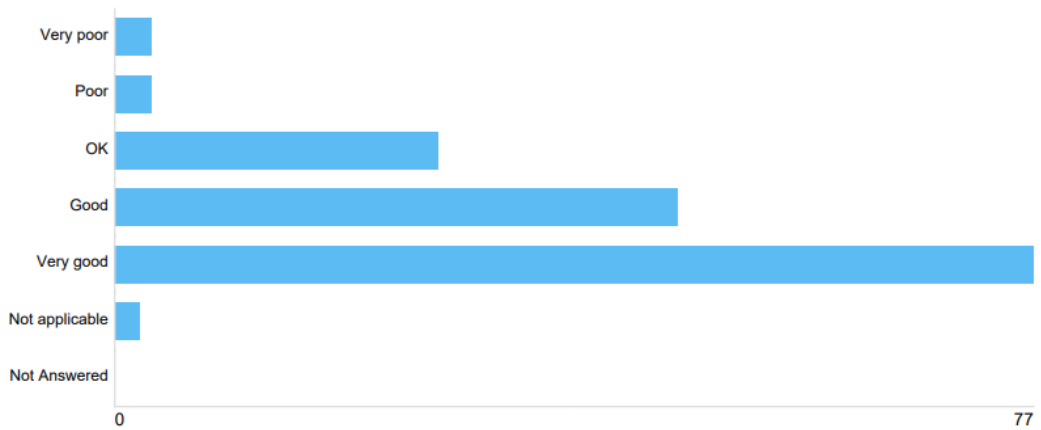
3. Since the booking process was introduced, how satisfied are you with the availability of slots at the time required?

**Satisfaction - Availability of slots at the time required**



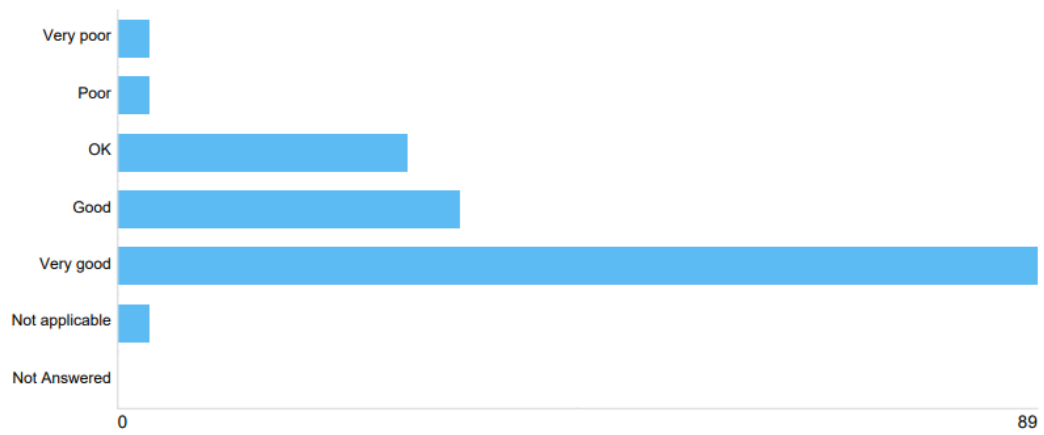
4. Since the booking process was introduced, how satisfied are you with the ease of access / queuing into the site?

**Satisfaction - Ease of access / queueing into the site**



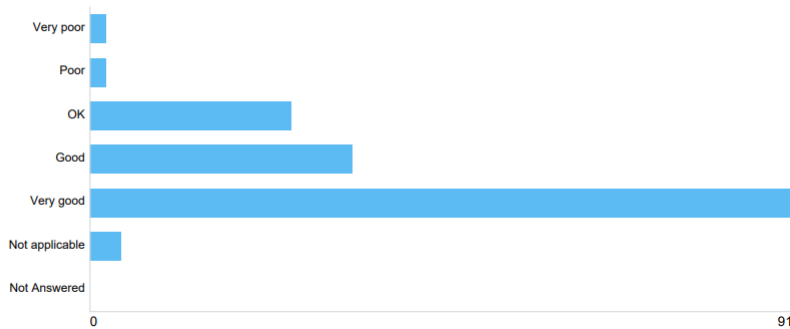
5. Since the booking process was introduced, how satisfied are you with the ease of your booking being checked on site?

**Satisfaction - Booking being checked on site**



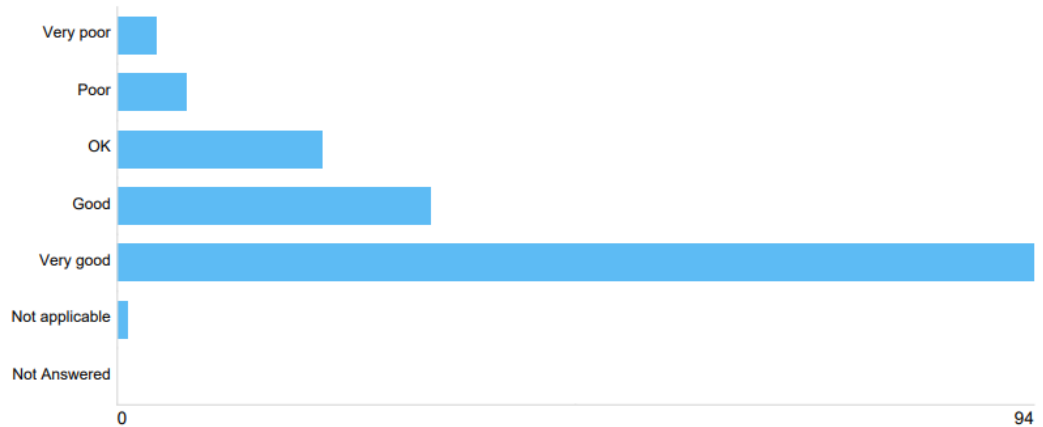
6. Since the booking process was introduced, how satisfied are you with the traffic control and flow on the site?

**Satisfaction - Traffic control and flow on the site**



7. Since the booking process was introduced, how satisfied are you with the overall customer experience?

**Satisfaction - Overall customer experience**



Top 5 themes arising in free text comments:

Question: Please provide any other feedback on the booking process

Feedback theme	Total feedback comments	Percentage of feedback comments
Overall positive (bookings)	55	50.93%
Recycling centre staff	23	21.30%
Overall negative (bookings)	20	18.52%
Queuing / traffic	20	18.52%
Not bookings related	18	16.67%

Note: The final survey question was non-mandatory and was not completed by all respondents. If a free text response included more than one theme, multiple tags will have been applied.

# Recycling Centre Vehicle Bookings

## Evaluation Summary – Harlow Recycling Centre

### Survey Response facts and figures

- 429 responses were received for Harlow recycling centre
- 292 free text responses received for Harlow recycling centre

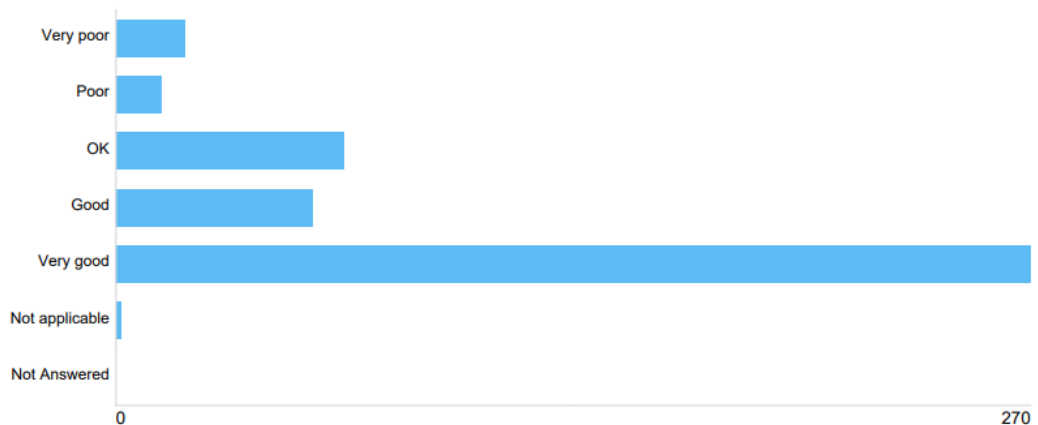
### Booking facts and figures

- Number of booking slots available per week during peak periods for cars is 2688, for vans / large vehicles there are 441 booking slots available
- From 13<sup>th</sup> March to 30<sup>th</sup> July 2023, the average number of bookings managed per week for cars is 2201. Vans / large vehicles see an average of 356 bookings per week
- Average bookings as a % of bookable capacity (peak time) for cars is 81%, for vans / large vehicles its 80%
- Average number of un-booked visits per week for cars is 511, vans/large vehicles have an average of 88 un-booked visits per week

### User Feedback

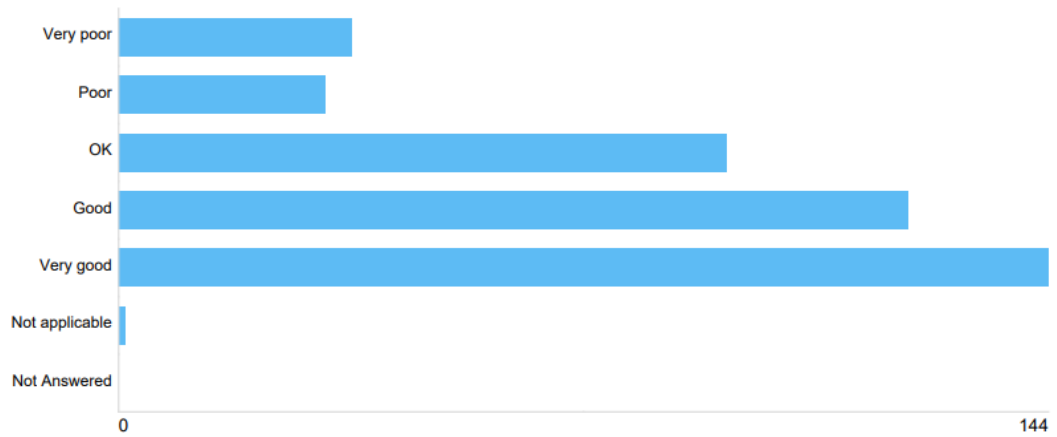
1. Since the booking process was introduced, how satisfied are you with the ease of making a booking?

**Satisfaction - Ease of making a booking**



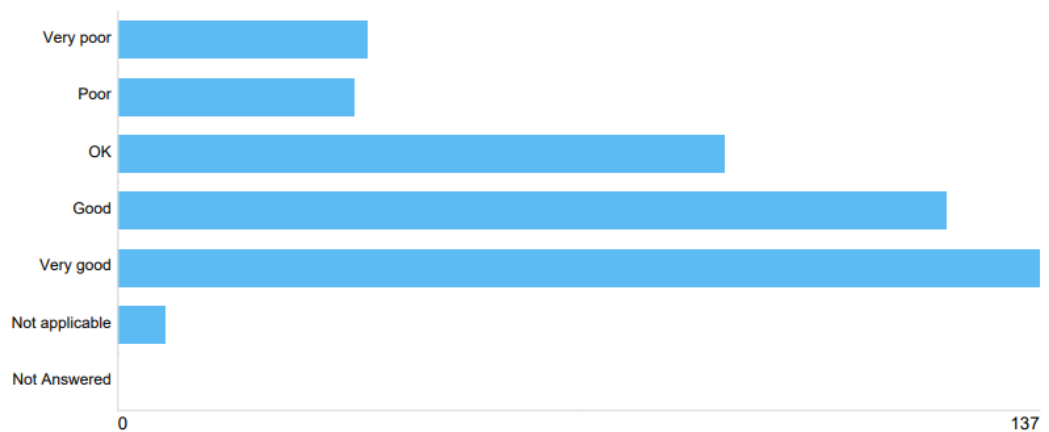
2. Since the booking process was introduced, how satisfied are you with the availability of slots on the day required?

**Satisfaction - Availability of slots on the day required**



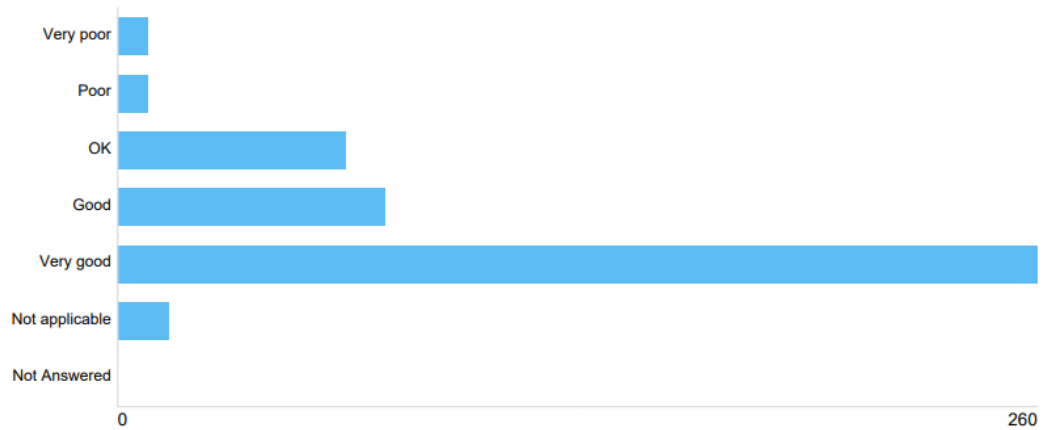
3. Since the booking process was introduced, how satisfied are you with the availability of slots at the time required?

**Satisfaction - Availability of slots at the time required**



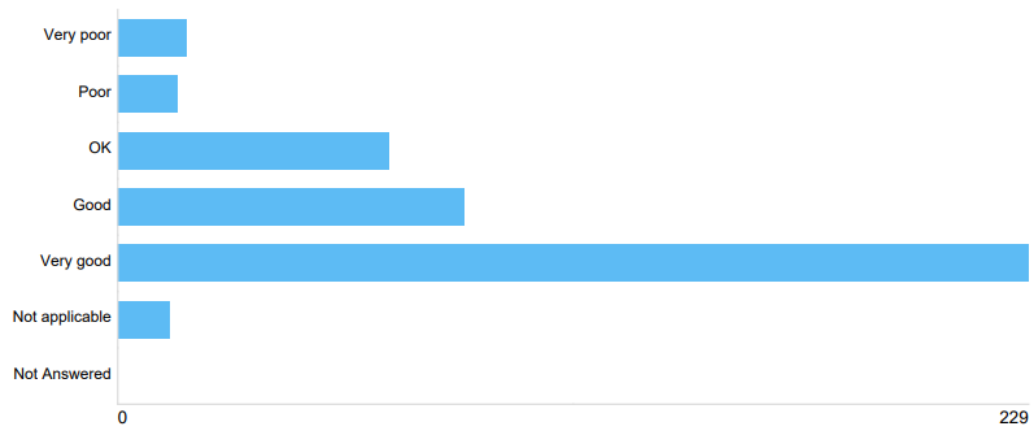
4. Since the booking process was introduced, how satisfied are you with the ease of access / queuing into the site?

**Satisfaction - Ease of access / queueing into the site**



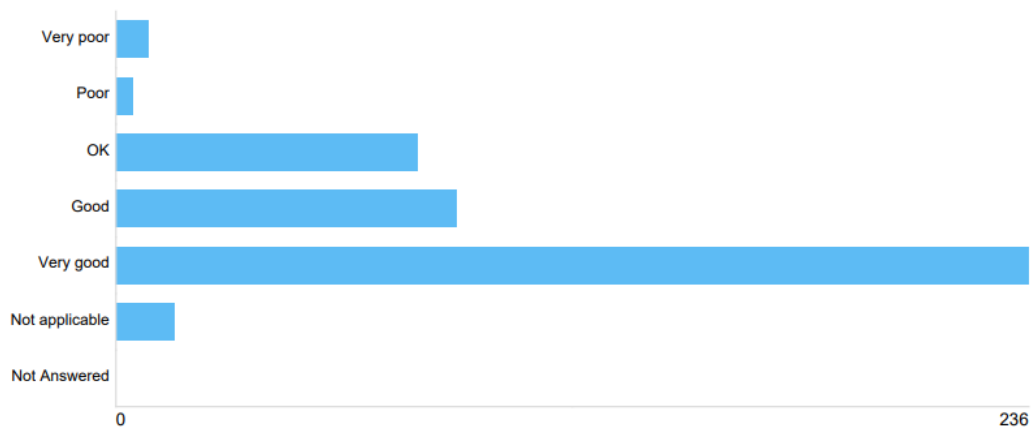
5. Since the booking process was introduced, how satisfied are you with the ease of your booking being checked on site?

**Satisfaction - Booking being checked on site**



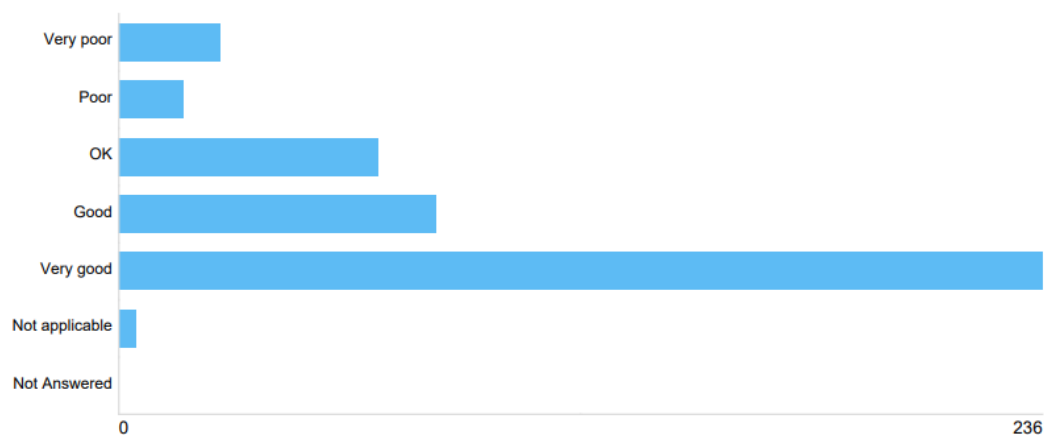
6. Since the booking process was introduced, how satisfied are you with the traffic control and flow on the site?

**Satisfaction - Traffic control and flow on the site**



7. Since the booking process was introduced, how satisfied are you with the overall customer experience?

**Satisfaction - Overall customer experience**



Top 5 themes arising in free text comments:

Question: Please provide any other feedback on the booking process

Feedback theme	Total feedback comments	Percentage of feedback comments
Overall positive (bookings)	147	50.34%
Queuing / traffic	87	29.79%
Overall negative (bookings)	64	21.92%
Recycling centre staff	51	17.47%
Inconvenient / need to plan	44	15.07%

Note: The final survey question was non-mandatory and was not completed by all respondents. If a free text response included more than one theme, multiple tags will have been applied.

# Recycling Centre Vehicle Bookings

## Evaluation Summary – Kirby le Soken Recycling Centre

### Survey Response facts and figures

- 194 responses were received for Kirby le Soken recycling centre
- 133 free text responses received for Kirby le Soken recycling centre

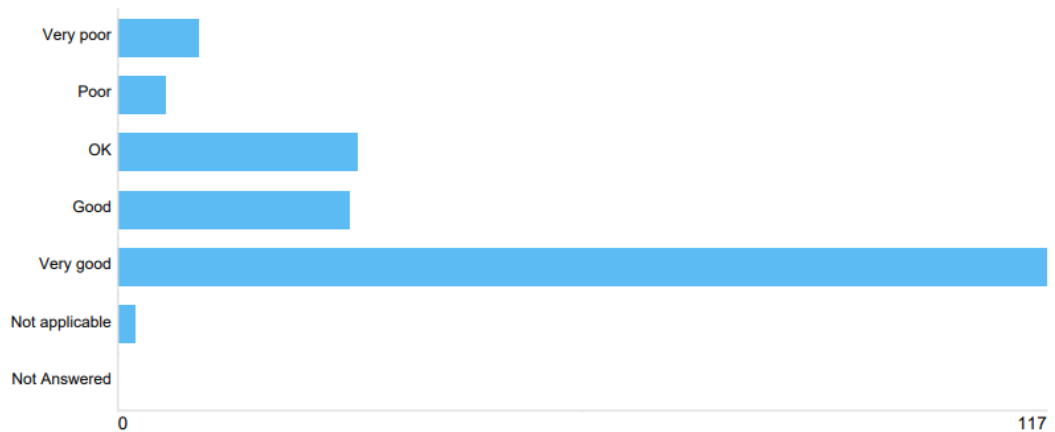
### Booking facts and figures

- Number of booking slots available per week during peak periods for cars is 2520, for vans / large vehicles there are zero booking slots available, as this site does not accept large vehicles
- From 13<sup>th</sup> March to 30<sup>th</sup> July 2023, the average number of bookings managed per week for cars is 735
- Average bookings as a % of bookable capacity (peak time) for cars is 29%
- Average number of un-booked visits per week for cars is 1789

### User Feedback

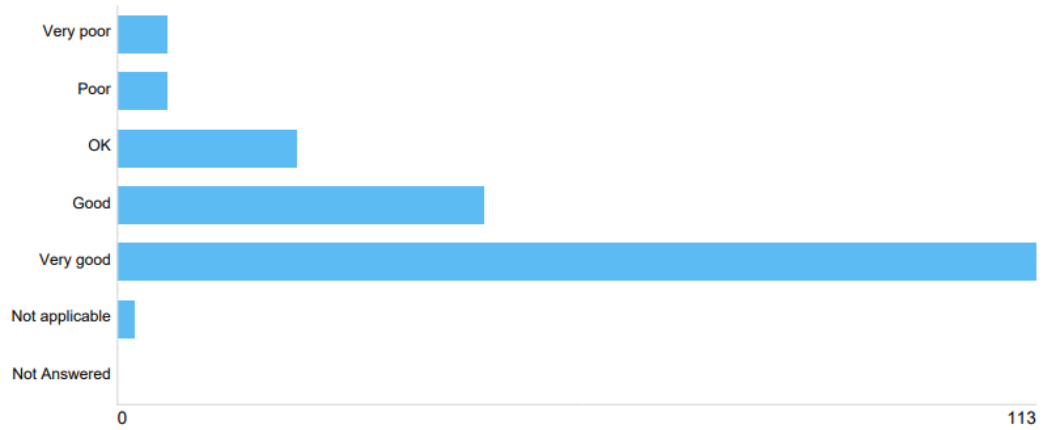
1. Since the booking process was introduced, how satisfied are you with the ease of making a booking?

**Satisfaction - Ease of making a booking**



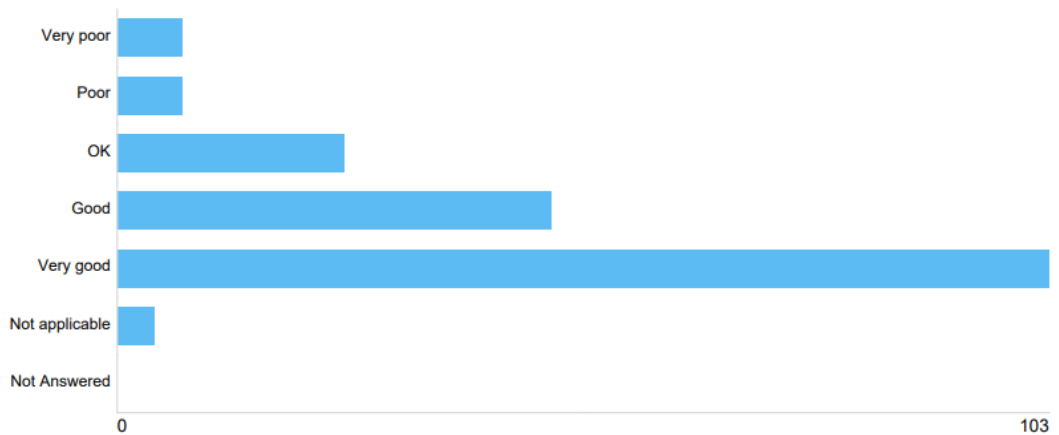
2. Since the booking process was introduced, how satisfied are you with the availability of slots on the day required?

**Satisfaction - Availability of slots on the day required**



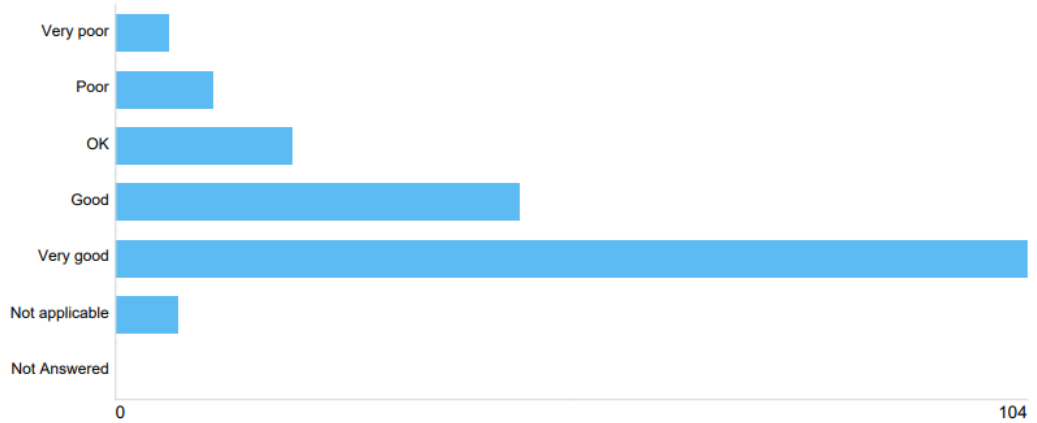
3. Since the booking process was introduced, how satisfied are you with the availability of slots at the time required?

**Satisfaction - Availability of slots at the time required**



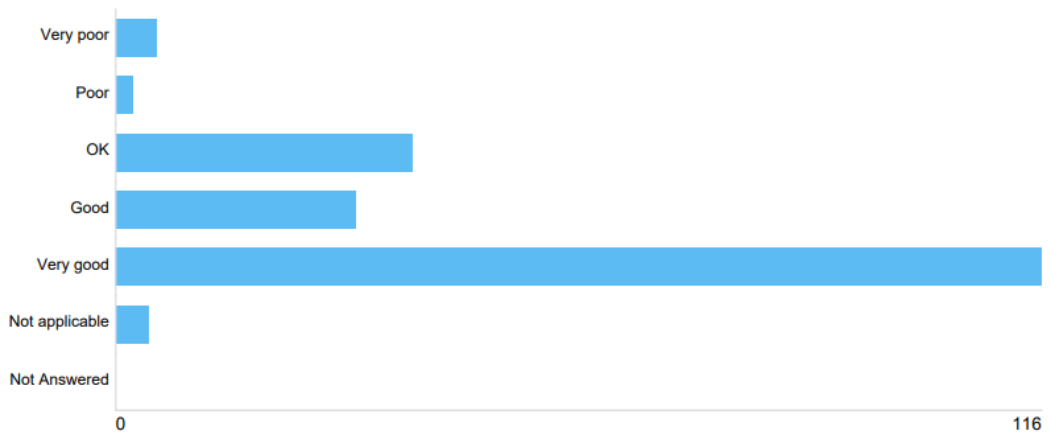
4. Since the booking process was introduced, how satisfied are you with the ease of access / queuing into the site?

**Satisfaction - Ease of access / queueing into the site**



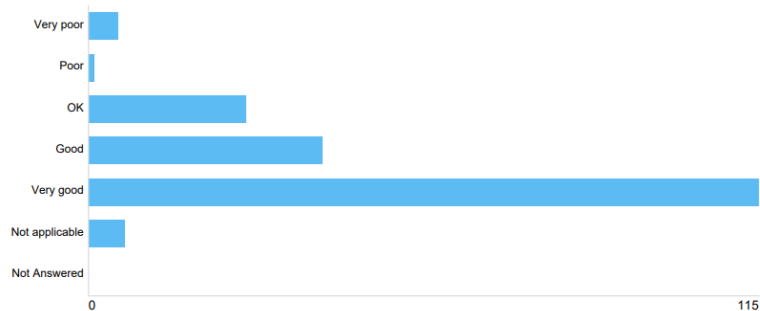
5. Since the booking process was introduced, how satisfied are you with the ease of your booking being checked on site?

**Satisfaction - Booking being checked on site**



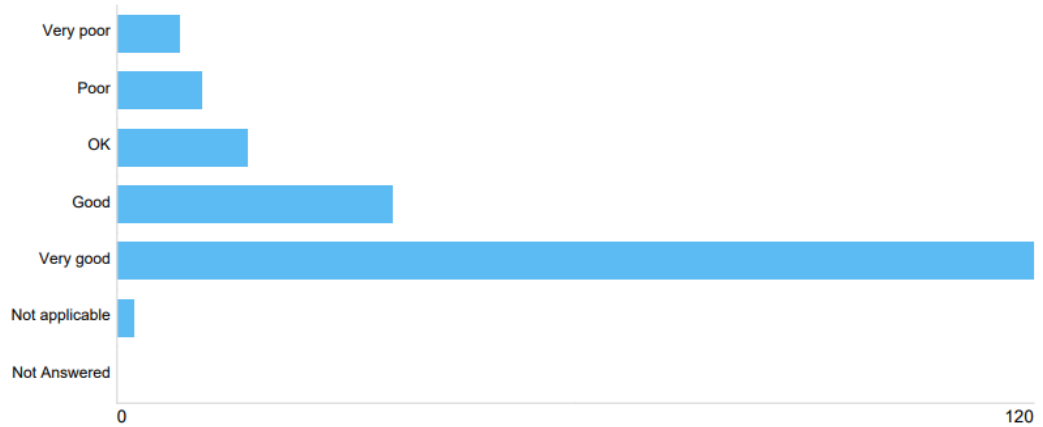
6. Since the booking process was introduced, how satisfied are you with the traffic control and flow on the site?

**Satisfaction - Traffic control and flow on the site**



7. Since the booking process was introduced, how satisfied are you with the overall customer experience?

**Satisfaction - Overall customer experience**



Top 5 themes arising in free text comments:

Question: Please provide any other feedback on the booking process

Feedback theme	Total feedback comments	Percentage of feedback comments
Overall positive (bookings)	54	40.60%
Overall negative (bookings)	37	27.82%
Recycling centre staff	29	21.80%
Queuing / traffic	25	18.80%
Scrap it / unnecessary	24	18.05%

Note: The final survey question was non-mandatory and was not completed by all respondents. If a free text response included more than one theme, multiple tags will have been applied.

# Recycling Centre Vehicle Bookings

## Evaluation Summary – Lawford Recycling Centre

### Survey Response facts and figures

- 186 responses were received for Lawford recycling centre
- 133 free text responses received for Lawford recycling centre

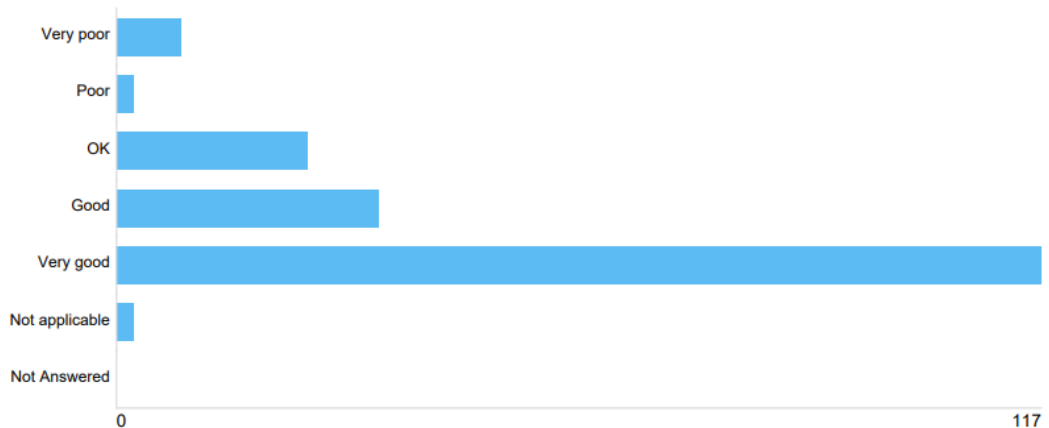
### Booking facts and figures

- Number of booking slots available per week during peak periods for cars is 1260, for vans / large vehicles there are zero booking slots available, as this site does not accept large vehicles
- From 13<sup>th</sup> March to 30<sup>th</sup> July 2023, the average number of bookings managed per week for cars is 932
- Average bookings as a % of bookable capacity (peak time) for cars is 73%
- Average number of un-booked visits per week for cars is 340

### User Feedback

1. Since the booking process was introduced, how satisfied are you with the ease of making a booking?

**Satisfaction - Ease of making a booking**



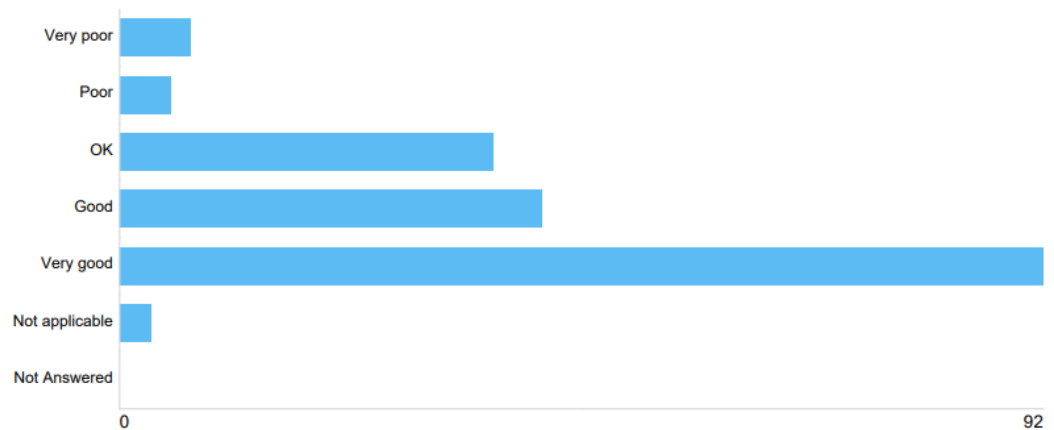
2. Since the booking process was introduced, how satisfied are you with the availability of slots on the day required?

**Satisfaction - Availability of slots on the day required**



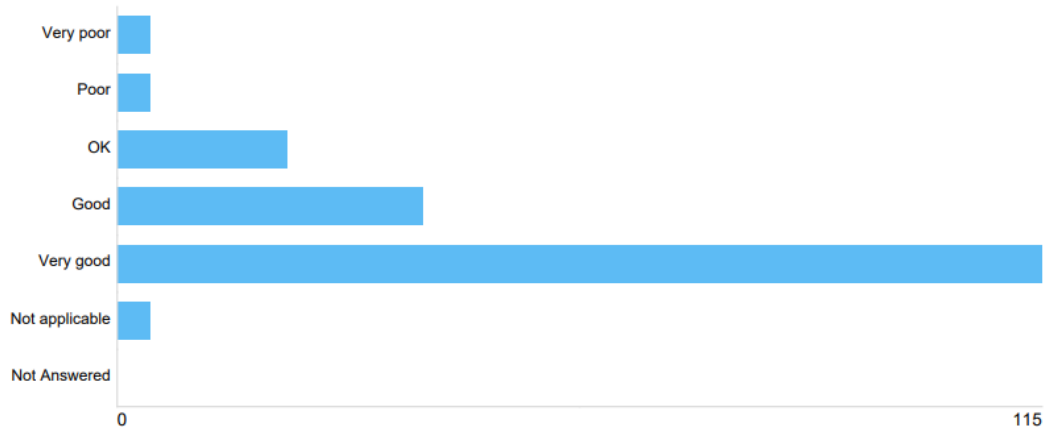
3. Since the booking process was introduced, how satisfied are you with the availability of slots at the time required?

**Satisfaction - Availability of slots at the time required**



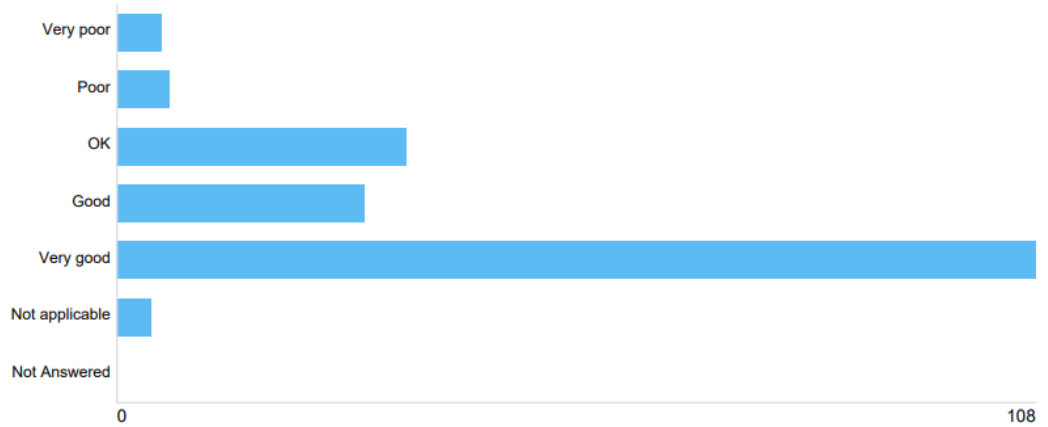
4. Since the booking process was introduced, how satisfied are you with the ease of access / queuing into the site?

**Satisfaction - Ease of access / queueing into the site**



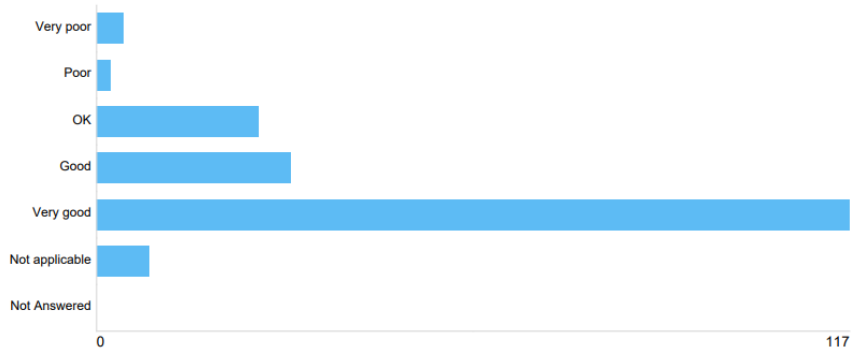
5. Since the booking process was introduced, how satisfied are you with the ease of your booking being checked on site?

**Satisfaction - Booking being checked on site**



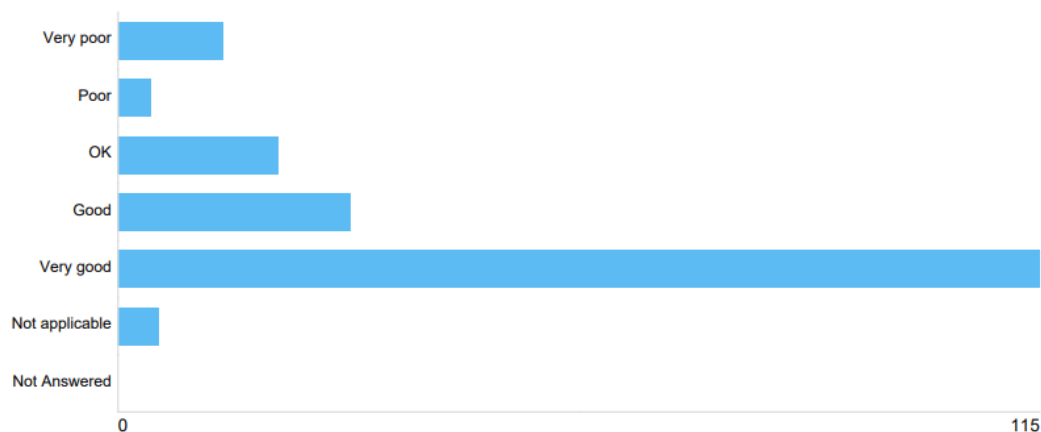
6. Since the booking process was introduced, how satisfied are you with the traffic control and flow on the site?

**Satisfaction - Traffic control and flow on the site**



7. Since the booking process was introduced, how satisfied are you with the overall customer experience?

**Satisfaction - Overall customer experience**



Top 5 themes arising in free text comments:

Question: Please provide any other feedback on the booking process

Feedback theme	Total feedback comments	Percentage of feedback comments
Overall positive (bookings)	67	50.38%
Queuing / traffic	28	21.05%
Recycling centre staff	28	21.05%
Overall negative (bookings)	24	18.05%
Suggested improvement	22	16.54%

Note: The final survey question was non-mandatory and was not completed by all respondents. If a free text response included more than one theme, multiple tags will have been applied.

# Recycling Centre Vehicle Bookings

## Evaluation Summary – Maldon Recycling Centre

### Survey Response facts and figures

- 253 responses were received for Maldon recycling centre
- 163 free text responses received for Maldon recycling centre

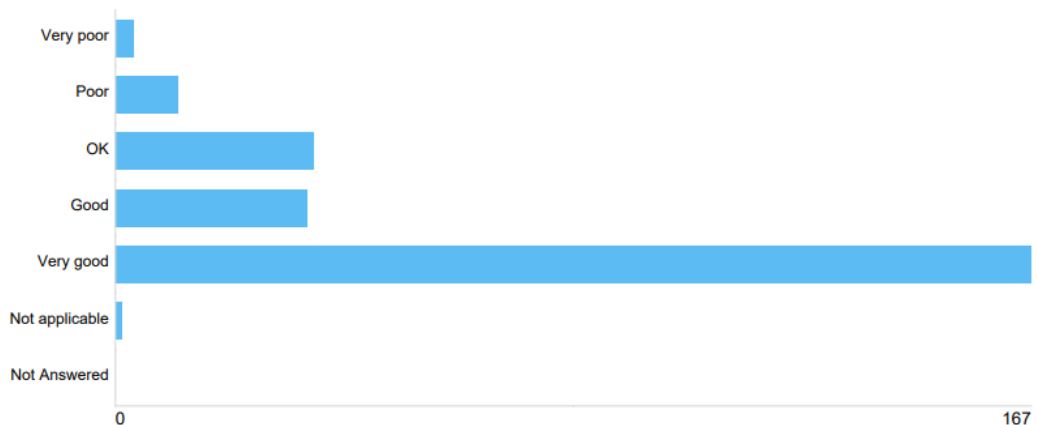
### Booking facts and figures

- Number of booking slots available per week during peak periods for cars is 1680, for vans / large vehicles there are 294 booking slots available
- From 13<sup>th</sup> March to 30<sup>th</sup> July 2023, the average number of bookings managed per week for cars is 1236. Vans / large vehicles see an average of 259 bookings per week
- Average bookings as a % of bookable capacity (peak time) for cars is 72%, for vans / large vehicles its 87%
- Average number of un-booked visits per week for cars is 470, vans/large vehicles have an average of 38 un-booked visits per week

### User Feedback

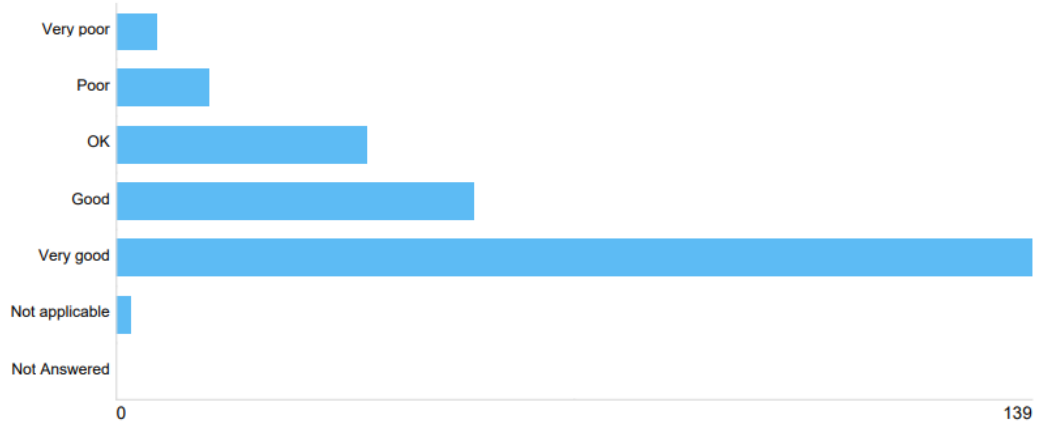
1. Since the booking process was introduced, how satisfied are you with the ease of making a booking?

**Satisfaction - Ease of making a booking**



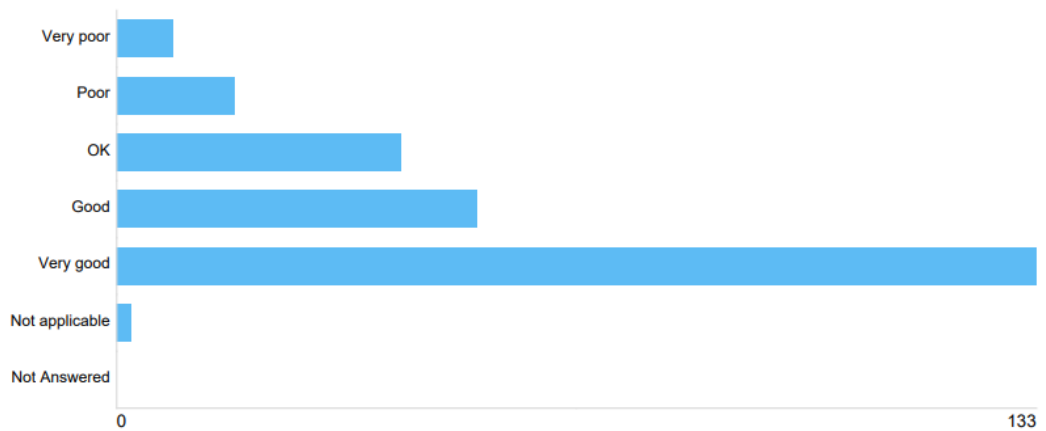
2. Since the booking process was introduced, how satisfied are you with the availability of slots on the day required?

**Satisfaction - Availability of slots on the day required**



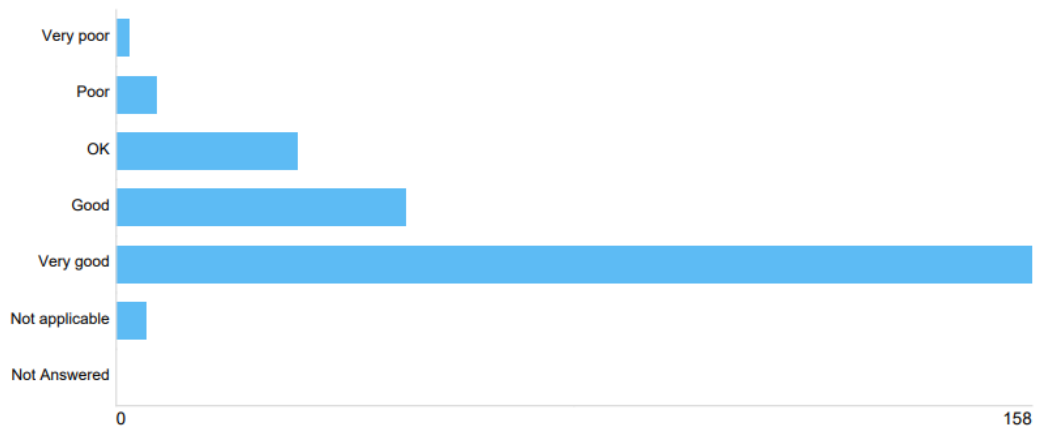
3. Since the booking process was introduced, how satisfied are you with the availability of slots at the time required?

**Satisfaction - Availability of slots at the time required**



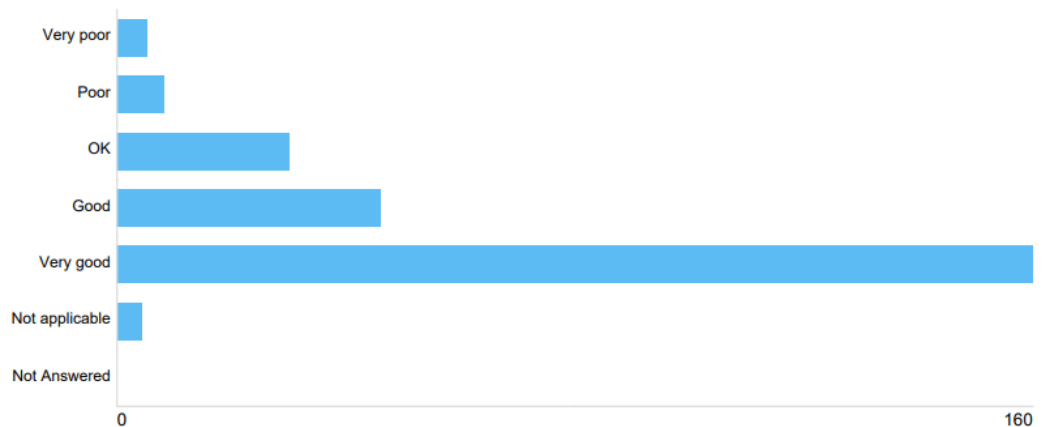
4. Since the booking process was introduced, how satisfied are you with the ease of access / queuing into the site?

**Satisfaction - Ease of access / queueing into the site**



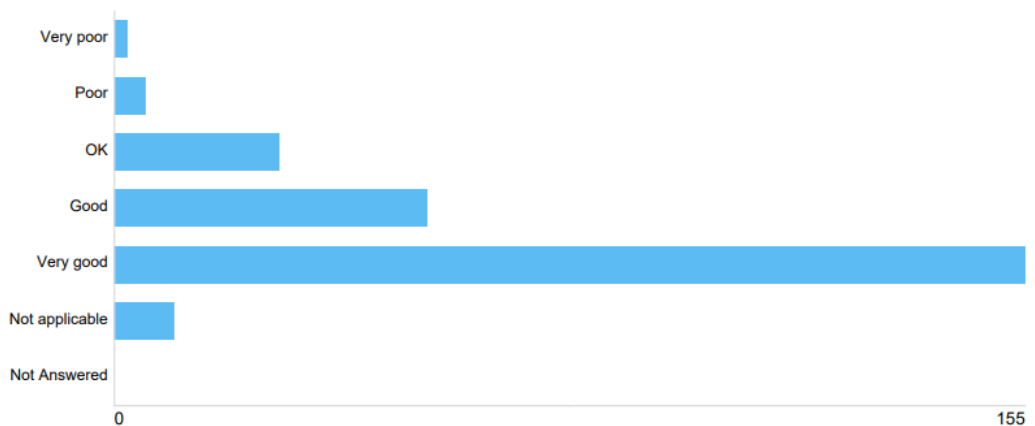
5. Since the booking process was introduced, how satisfied are you with the ease of your booking being checked on site?

**Satisfaction - Booking being checked on site**



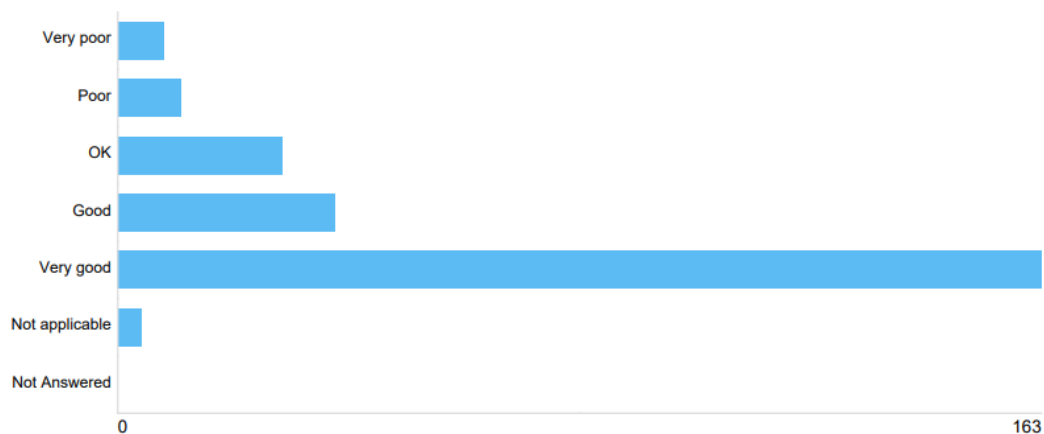
6. Since the booking process was introduced, how satisfied are you with the traffic control and flow on the site?

**Satisfaction - Traffic control and flow on the site**



7. Since the booking process was introduced, how satisfied are you with the overall customer experience?

**Satisfaction - Overall customer experience**



Top 5 themes arising in free text comments:

Question: Please provide any other feedback on the booking process

Feedback theme	Total feedback comments	Percentage of feedback comments
Overall positive (bookings)	90	55.21%
Queuing / traffic	41	25.15%
Overall negative (bookings)	37	22.70%
Recycling centre staff	33	20.25%
Inconvenient / need to plan	26	15.95%

Note: The final survey question was non-mandatory and was not completed by all respondents. If a free text response included more than one theme, multiple tags will have been applied.

# Recycling Centre Vehicle Bookings

## Evaluation Summary – Mountnessing Recycling Centre

### Survey Response facts and figures

- 196 responses were received for Mountnessing recycling centre
- 133 free text responses received for Mountnessing recycling centre

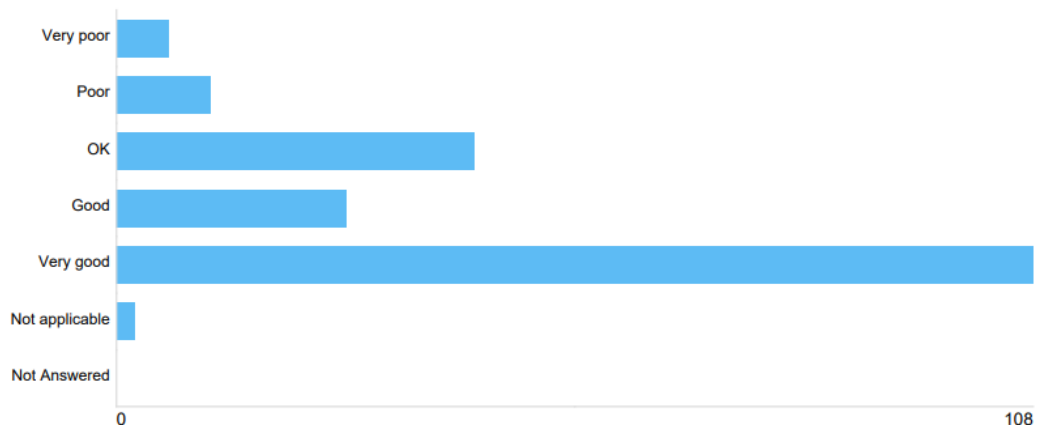
### Booking facts and figures

- Number of booking slots available per week during peak periods for cars is 2088, for vans / large vehicles there are zero booking slots available, as this site does not accept large vehicles
- From 13<sup>th</sup> March to 30<sup>th</sup> July 2023, the average number of bookings managed per week for cars is 971
- Average bookings as a % of bookable capacity (peak time) for cars is 46%
- Average number of un-booked visits per week for cars is 1128

### User Feedback

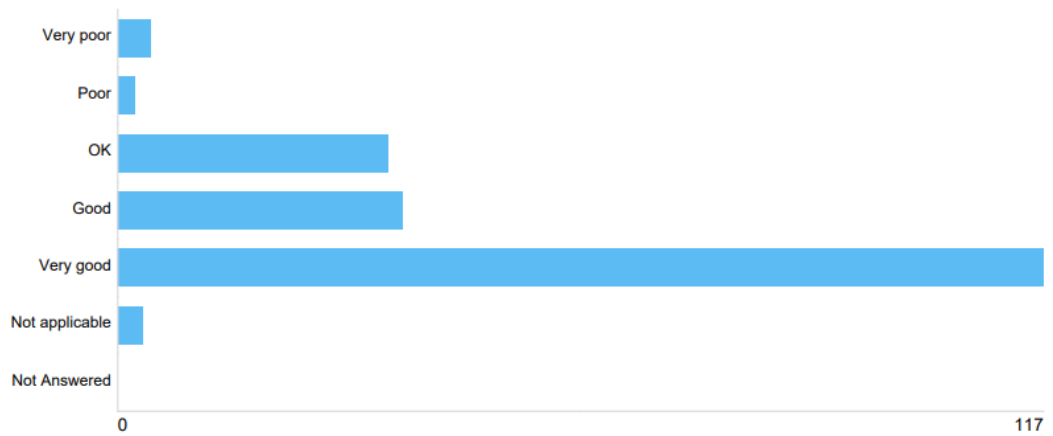
1. Since the booking process was introduced, how satisfied are you with the ease of making a booking?

**Satisfaction - Ease of making a booking**



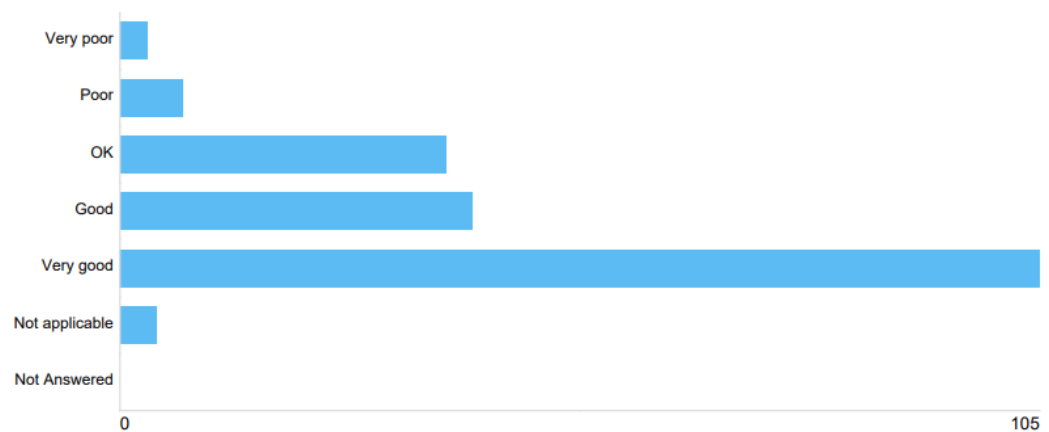
2. Since the booking process was introduced, how satisfied are you with the availability of slots on the day required?

**Satisfaction - Availability of slots on the day required**



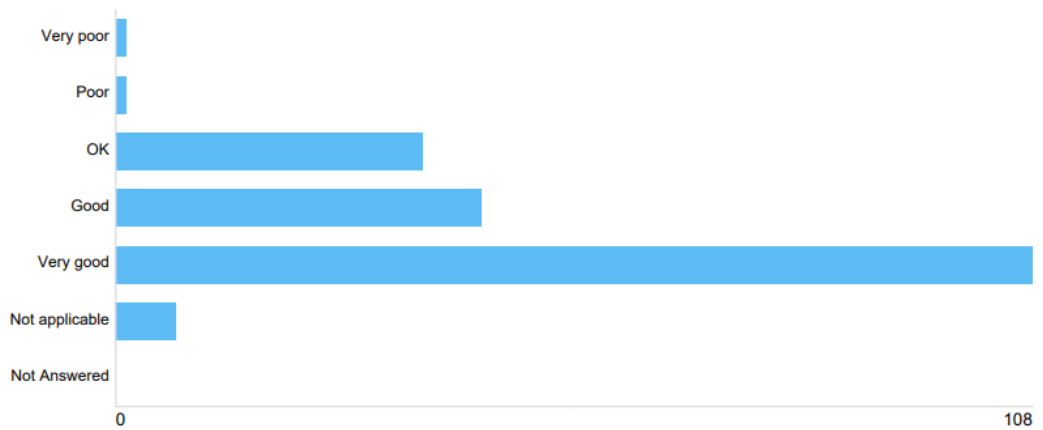
3. Since the booking process was introduced, how satisfied are you with the availability of slots at the time required?

**Satisfaction - Availability of slots at the time required**



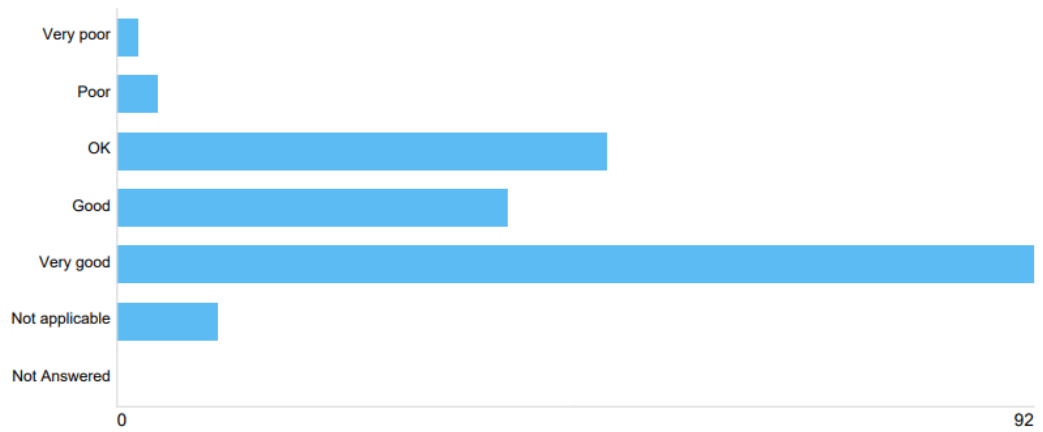
4. Since the booking process was introduced, how satisfied are you with the ease of access / queuing into the site?

**Satisfaction - Ease of access / queueing into the site**



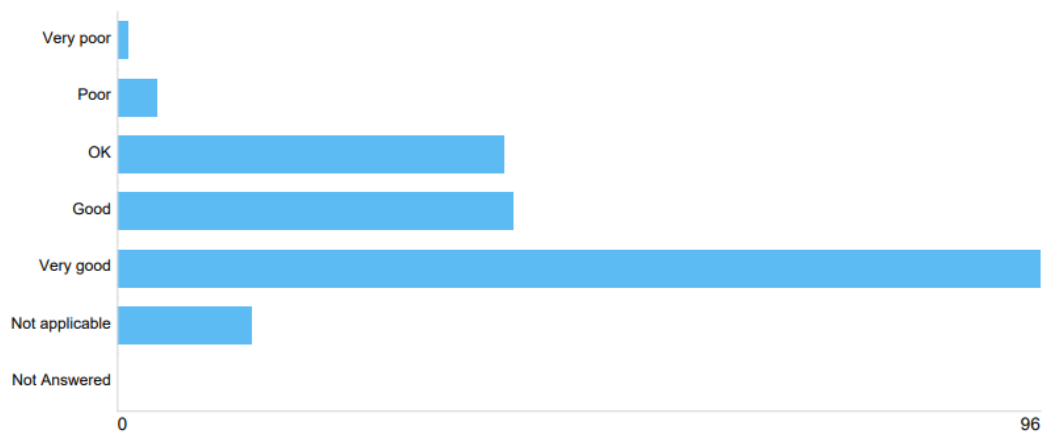
5. Since the booking process was introduced, how satisfied are you with the ease of your booking being checked on site?

**Satisfaction - Booking being checked on site**



6. Since the booking process was introduced, how satisfied are you with the traffic control and flow on the site?

**Satisfaction - Traffic control and flow on the site**



7. Since the booking process was introduced, how satisfied are you with the overall customer experience?

**Satisfaction - Overall customer experience**



Top 5 themes arising in free text comments:

Question: Please provide any other feedback on the booking process

Feedback theme	Total feedback comments	Percentage of feedback comments
Overall negative (bookings)	51	38.35%
Overall positive (bookings)	43	32.33%
Scrap it / unnecessary	34	25.56%
Inconvenient / need to plan	33	24.81%
Queuing / traffic	31	23.31%

Note: The final survey question was non-mandatory and was not completed by all respondents. If a free text response included more than one theme, multiple tags will have been applied.

# Recycling Centre Vehicle Bookings

## Evaluation Summary – Pitsea Recycling Centre

### Survey Response facts and figures

- 227 responses were received for Pitsea recycling centre
- 136 free text responses received for Pitsea recycling centre

### Booking facts and figures

- Number of booking slots available per week during peak periods for cars is 1792, for vans / large vehicles there are 294 booking slots available
- From 13<sup>th</sup> March to 30<sup>th</sup> July 2023, the average number of bookings managed per week for cars is 1369. Vans / large vehicles see an average of 281 bookings per week
- Average bookings as a % of bookable capacity (peak time) for cars is 74%, for vans / large vehicles its 95%
- Average number of un-booked visits per week for cars is 466, vans/large vehicles have an average of 15 un-booked visits per week

### User Feedback

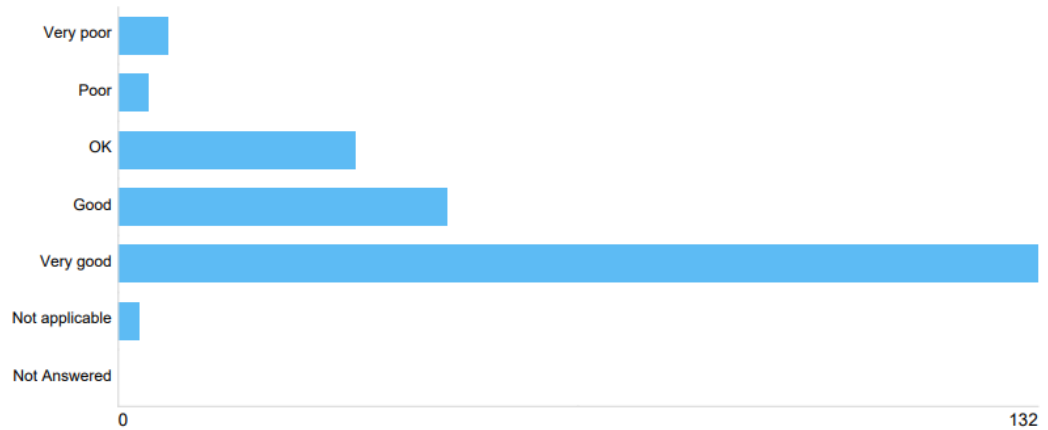
1. Since the booking process was introduced, how satisfied are you with the ease of making a booking?

**Satisfaction - Ease of making a booking**



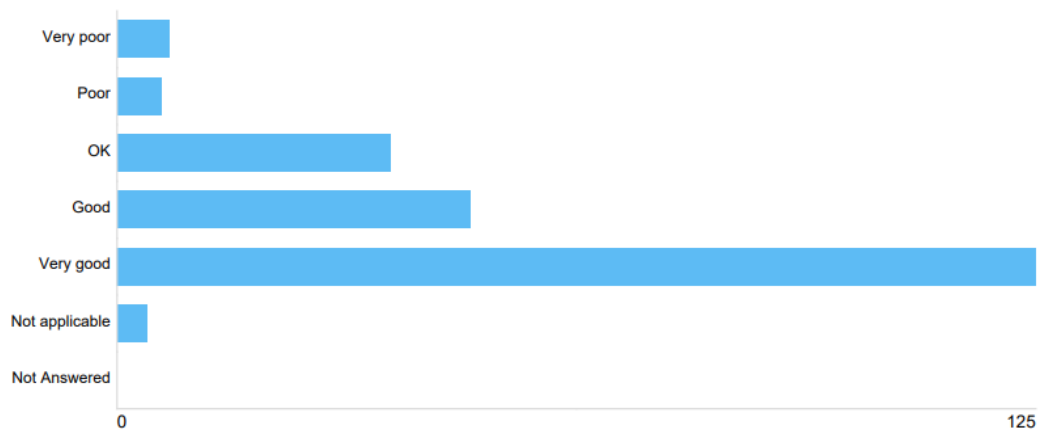
2. Since the booking process was introduced, how satisfied are you with the availability of slots on the day required?

**Satisfaction - Availability of slots on the day required**



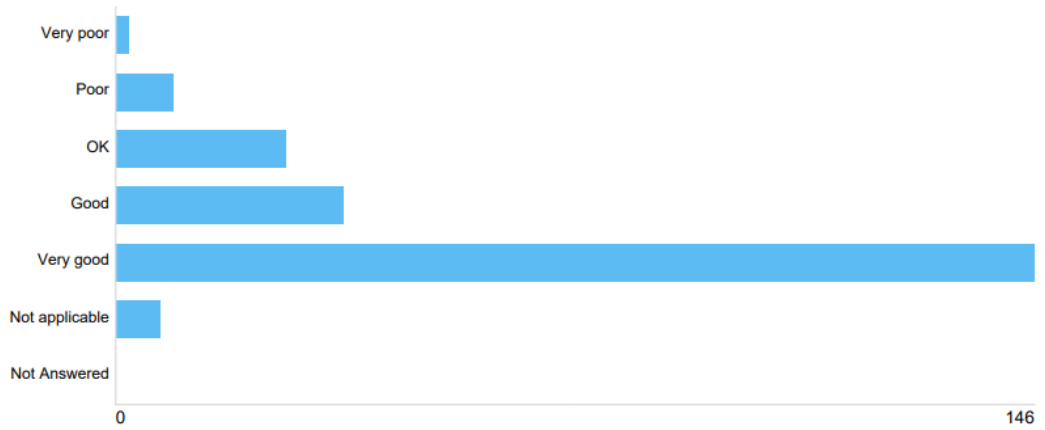
3. Since the booking process was introduced, how satisfied are you with the availability of slots at the time required?

**Satisfaction - Availability of slots at the time required**



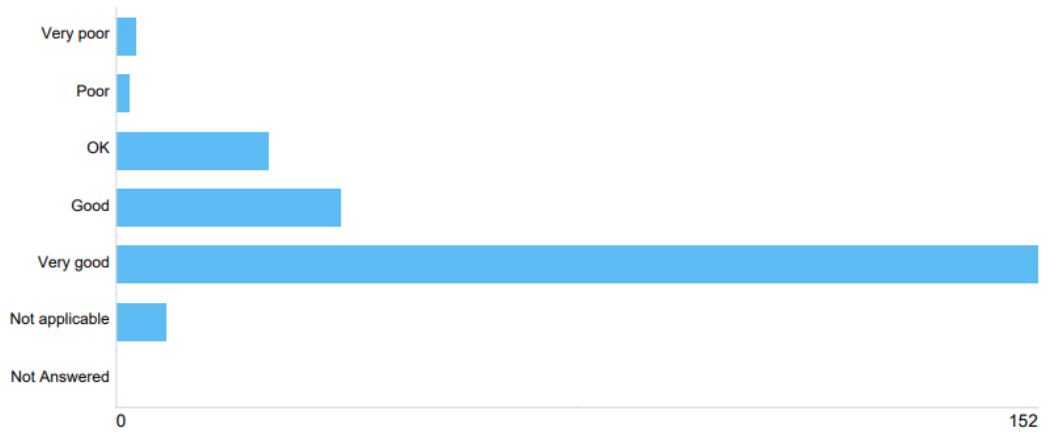
4. Since the booking process was introduced, how satisfied are you with the ease of access / queuing into the site?

**Satisfaction - Ease of access / queueing into the site**



5. Since the booking process was introduced, how satisfied are you with the ease of your booking being checked on site?

**Satisfaction - Booking being checked on site**



6. Since the booking process was introduced, how satisfied are you with the traffic control and flow on the site?

**Satisfaction - Traffic control and flow on the site**



7. Since the booking process was introduced, how satisfied are you with the overall customer experience?

**Satisfaction - Overall customer experience**



Top 5 themes arising in free text comments:

Question: Please provide any other feedback on the booking process

Feedback theme	Total feedback comments	Percentage of feedback comments
Overall positive (bookings)	82	60.29%
Queuing / traffic	40	29.41%
RC staff	34	25.00%
Suggested improvement	17	12.50%
Overall negative (bookings)	14	10.29%

Note: The final survey question was non-mandatory and was not completed by all respondents. If a free text response included more than one theme, multiple tags will have been applied.

# Recycling Centre Vehicle Bookings

## Evaluation Summary – Rayleigh Recycling Centre

### Survey Response facts and figures

- 306 responses were received for Rayleigh recycling centre
- 202 free text responses received for Rayleigh recycling centre

### Booking facts and figures

- Number of booking slots available per week during peak periods for cars is 2912 for vans / large vehicles there are zero booking slots available, as this site does not accept large vehicles
- From 13<sup>th</sup> March to 30<sup>th</sup> July 2023, the average number of bookings managed per week for cars is 1847
- Average bookings as a % of bookable capacity (peak time) for cars is 62%
- Average number of un-booked visits per week for cars is 1107

### User Feedback

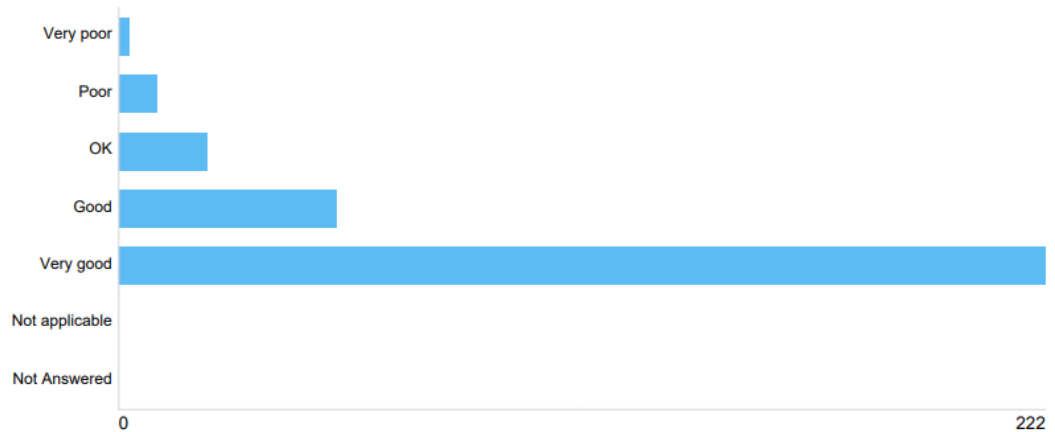
1. Since the booking process was introduced, how satisfied are you with the ease of making a booking?

**Satisfaction - Ease of making a booking**



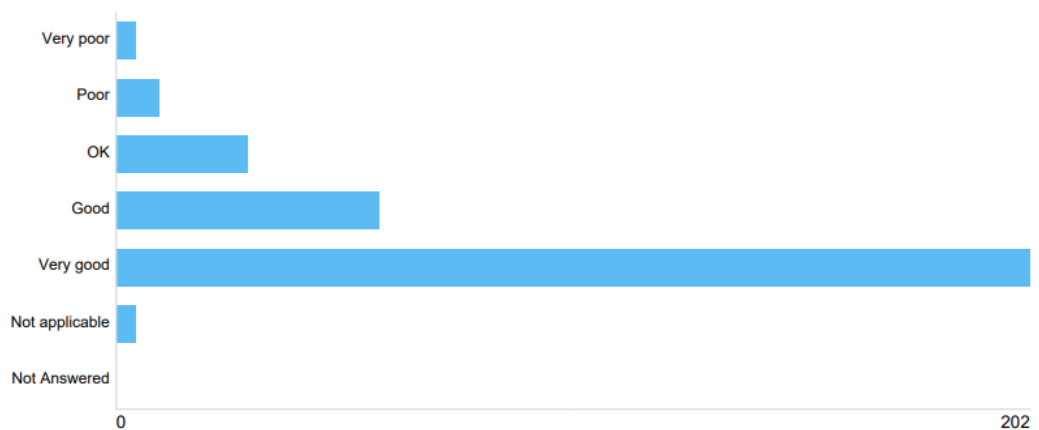
2. Since the booking process was introduced, how satisfied are you with the availability of slots on the day required?

**Satisfaction - Availability of slots on the day required**



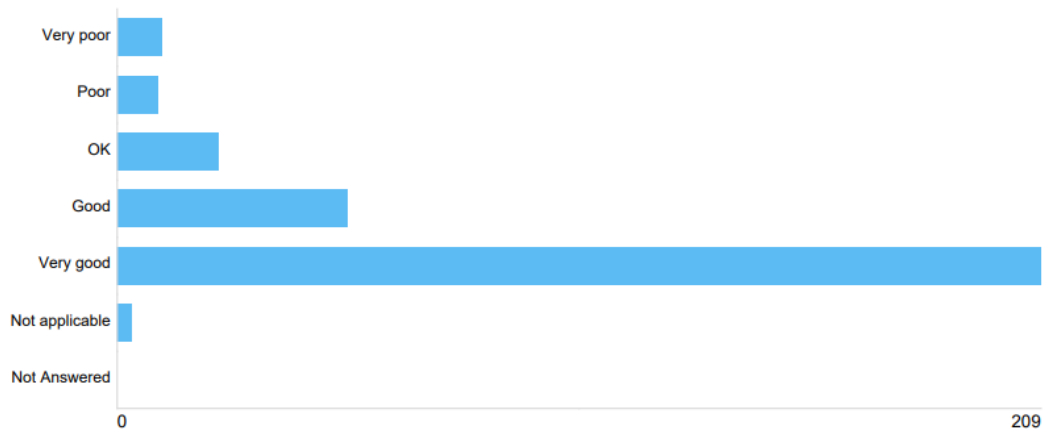
3. Since the booking process was introduced, how satisfied are you with the availability of slots at the time required?

**Satisfaction - Availability of slots at the time required**



4. Since the booking process was introduced, how satisfied are you with the ease of access / queuing into the site?

**Satisfaction - Ease of access / queueing into the site**



5. Since the booking process was introduced, how satisfied are you with the ease of your booking being checked on site?

**Satisfaction - Booking being checked on site**



6. Since the booking process was introduced, how satisfied are you with the traffic control and flow on the site?

**Satisfaction - Traffic control and flow on the site**



7. Since the booking process was introduced, how satisfied are you with the overall customer experience?

**Satisfaction - Overall customer experience**



Top 5 themes arising in free text comments:

Question: Please provide any other feedback on the booking process

Feedback theme	Total feedback comments	Percentage of feedback comments
Overall positive (bookings)	151	74.75%
Queuing / traffic	84	41.58%
Recycling centre staff	56	27.72%
Not bookings related	21	10.40%
Bookings website experience	16	7.92%

Note: The final survey question was non-mandatory and was not completed by all respondents. If a free text response included more than one theme, multiple tags will have been applied.

# Recycling Centre Vehicle Bookings

## Evaluation Summary – Saffron Walden Recycling Centre

### Survey Response facts and figures

- 566 responses were received for Saffron Walden recycling centre
- 442 free text responses received for Saffron Walden recycling centre

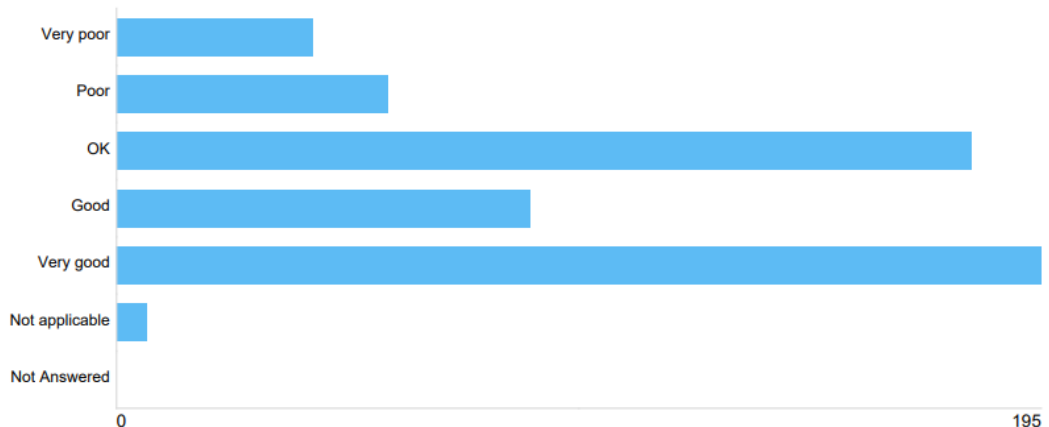
### Booking facts and figures

- Number of booking slots available per week during peak periods for cars is 2730, for vans / large vehicles there are 490 booking slots available
- From 13<sup>th</sup> March to 30<sup>th</sup> July 2023, the average number of bookings managed per week for cars is 2139. Vans / large vehicles see an average of 272 bookings per week
- Average bookings as a % of bookable capacity (peak time) for cars is 75%, for vans / large vehicles its 55%
- Average number of un-booked visits per week for cars is 683, vans/large vehicles have an average of 221 un-booked visits per week

### User Feedback

1. Since the booking process was introduced, how satisfied are you with the ease of making a booking?

**Satisfaction - Ease of making a booking**



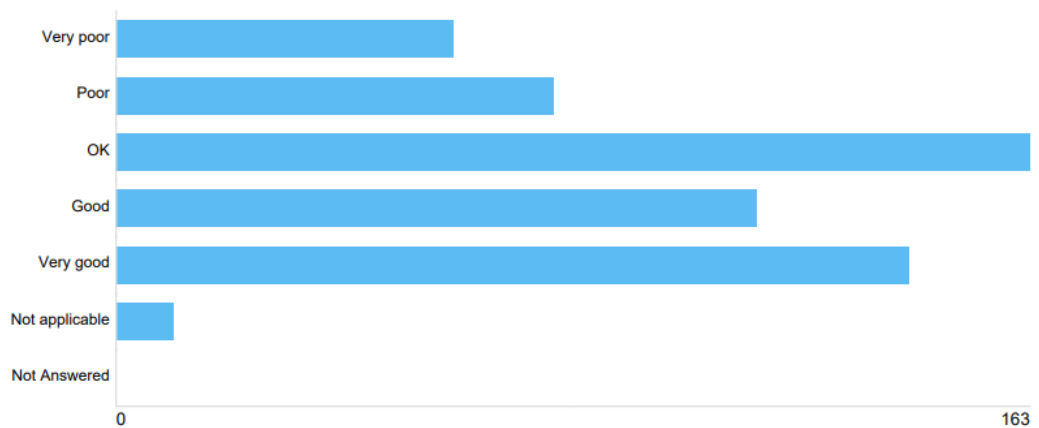
2. Since the booking process was introduced, how satisfied are you with the availability of slots on the day required?

**Satisfaction - Availability of slots on the day required**



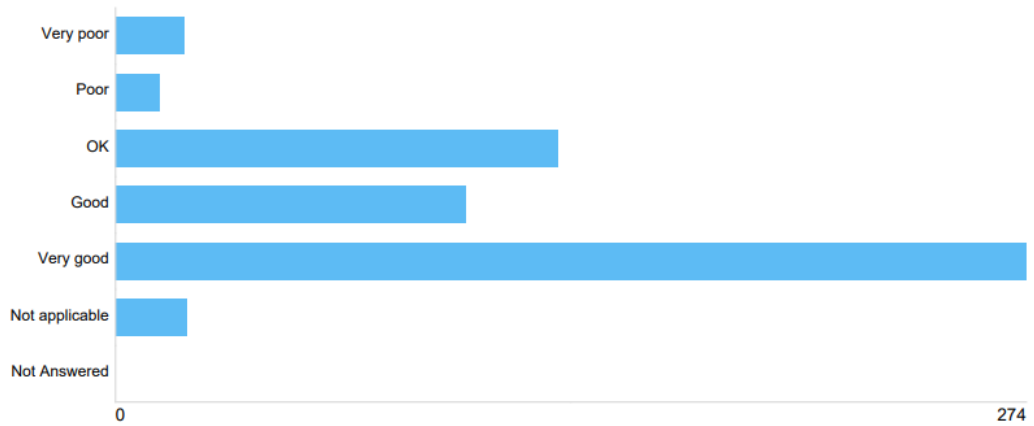
3. Since the booking process was introduced, how satisfied are you with the availability of slots at the time required?

**Satisfaction - Availability of slots at the time required**



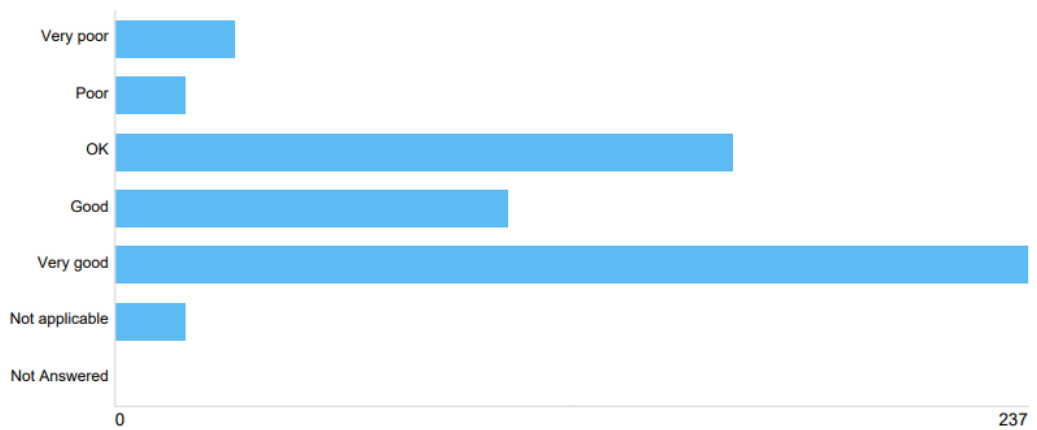
4. Since the booking process was introduced, how satisfied are you with the ease of access / queuing into the site?

**Satisfaction - Ease of access / queueing into the site**



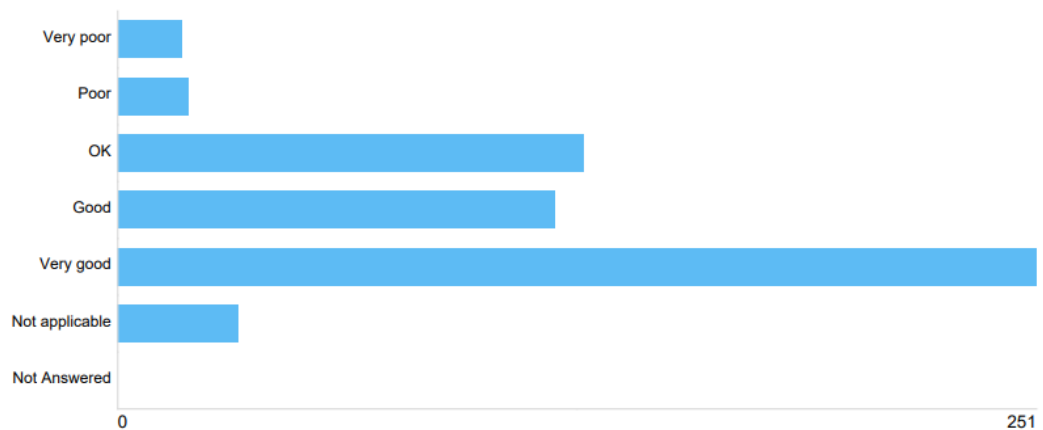
5. Since the booking process was introduced, how satisfied are you with the ease of your booking being checked on site?

**Satisfaction - Booking being checked on site**



6. Since the booking process was introduced, how satisfied are you with the traffic control and flow on the site?

**Satisfaction - Traffic control and flow on the site**



7. Since the booking process was introduced, how satisfied are you with the overall customer experience?

**Satisfaction - Overall customer experience**



Top 5 themes arising in free text comments:

Question: Please provide any other feedback on the booking process

Feedback theme	Total feedback comments	Percentage of feedback comments
Overall negative (bookings)	275	62.22%
Scrap it / unnecessary	252	57.01%
Inconvenient / need to plan	151	34.16%
Queuing / traffic	120	27.15%
Recycling centre staff	85	19.23%

Note: The final survey question was non-mandatory and was not completed by all respondents. If a free text response included more than one theme, multiple tags will have been applied.

# Recycling Centre Vehicle Bookings

## Evaluation Summary – South Woodham Ferrers Recycling Centre

### Survey Response facts and figures

- 262 responses were received for South Woodham Ferrers recycling centre
- 200 free text responses received for South Woodham Ferrers recycling centre

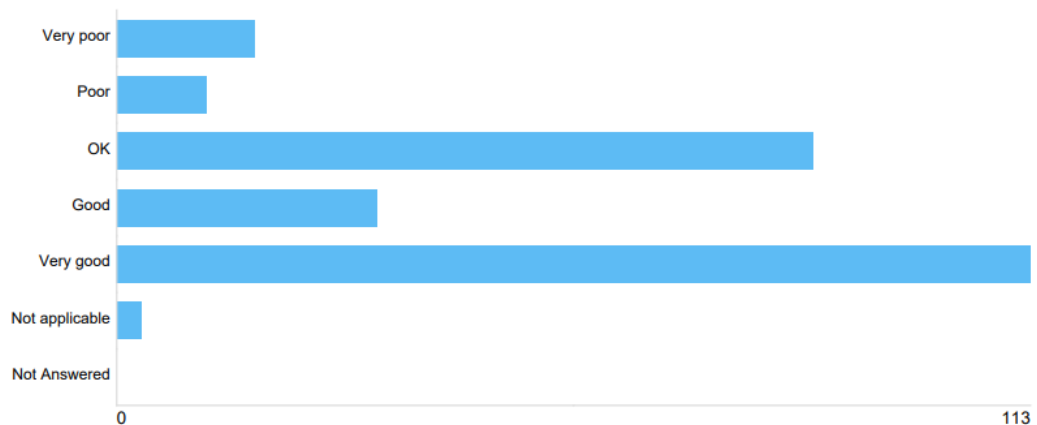
### Booking facts and figures

- Number of booking slots available per week during peak periods for cars is 2240, for vans / large vehicles there are zero booking slots available, as this site does not accept large vehicles
- From 13<sup>th</sup> March to 30<sup>th</sup> July 2023, the average number of bookings managed per week for cars is 1101
- Average bookings as a % of bookable capacity (peak time) for cars is 48%
- Average number of un-booked visits per week for cars is 1165

### User Feedback

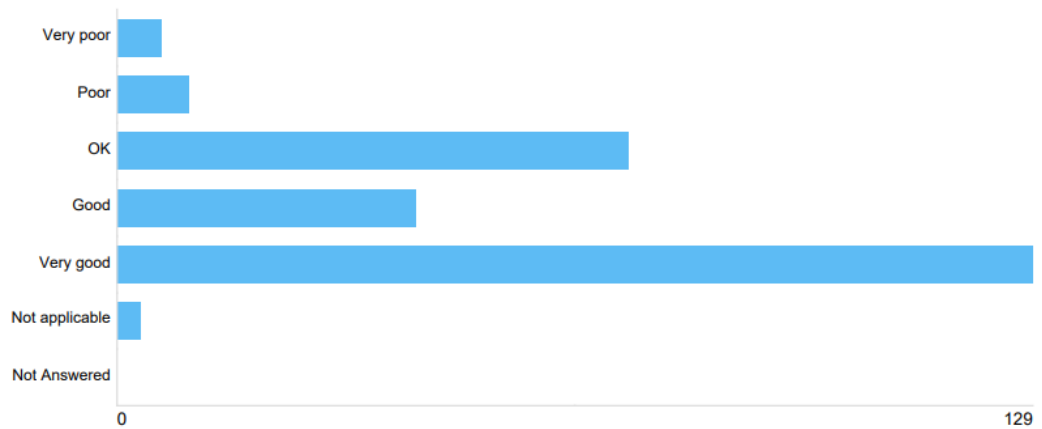
1. Since the booking process was introduced, how satisfied are you with the ease of making a booking?

**Satisfaction - Ease of making a booking**



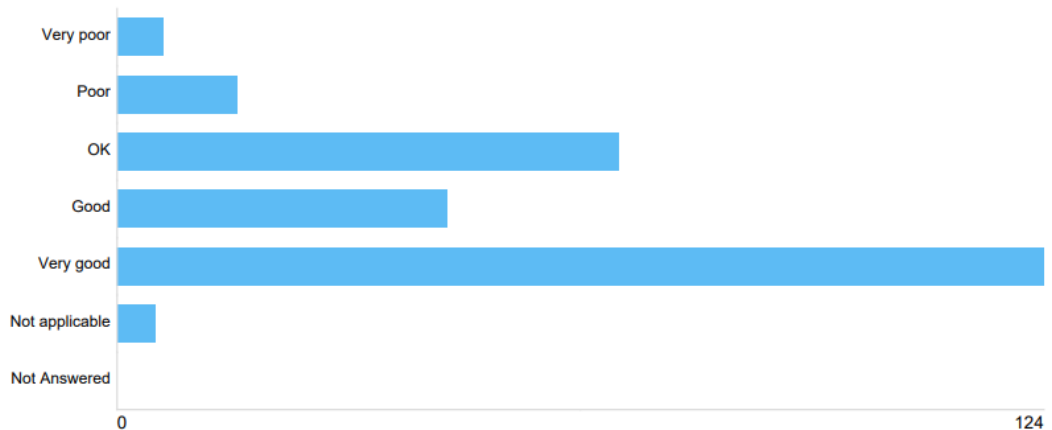
- Since the booking process was introduced, how satisfied are you with the availability of slots on the day required?

**Satisfaction - Availability of slots on the day required**



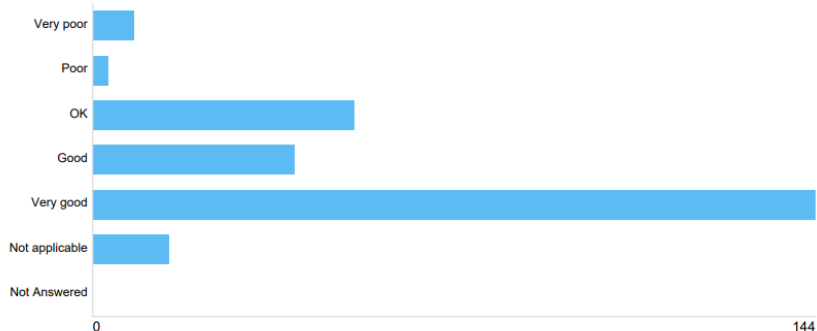
- Since the booking process was introduced, how satisfied are you with the availability of slots at the time required?

**Satisfaction - Availability of slots at the time required**



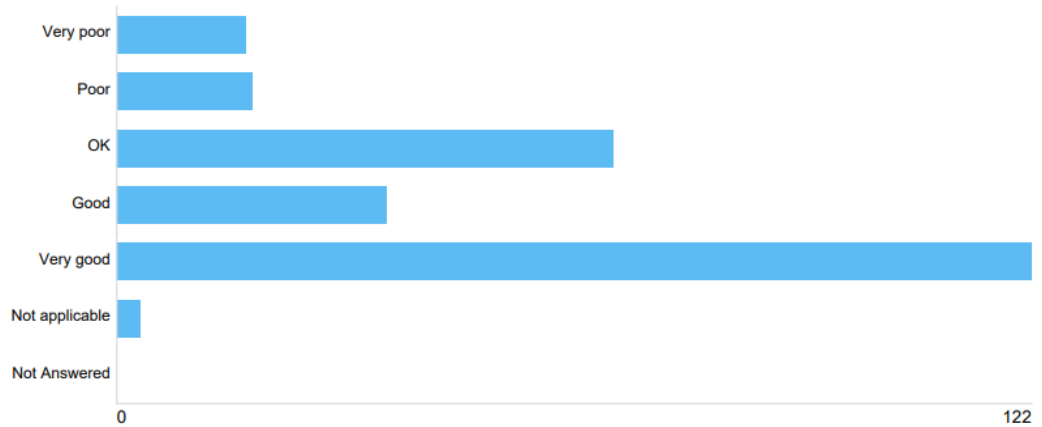
- Since the booking process was introduced, how satisfied are you with the ease of access / queuing into the site?

**Satisfaction - Ease of access / queuing into the site**



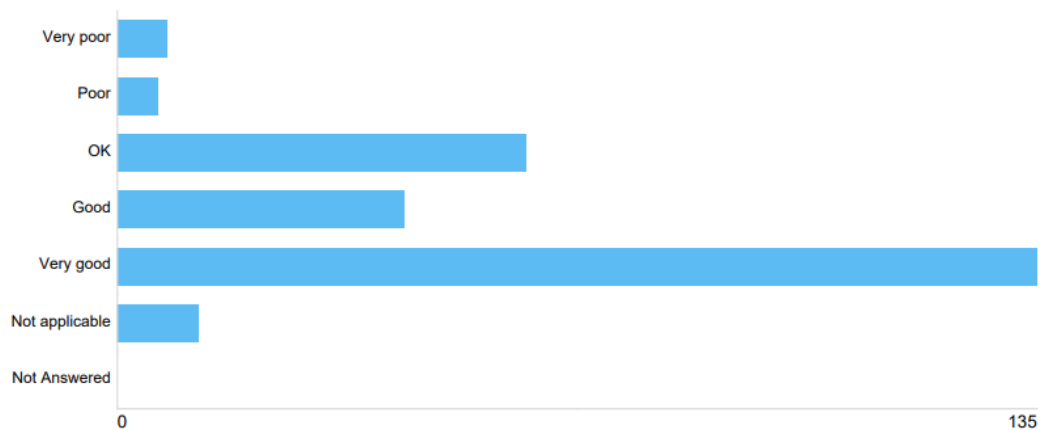
5. Since the booking process was introduced, how satisfied are you with the ease of your booking being checked on site?

**Satisfaction - Booking being checked on site**



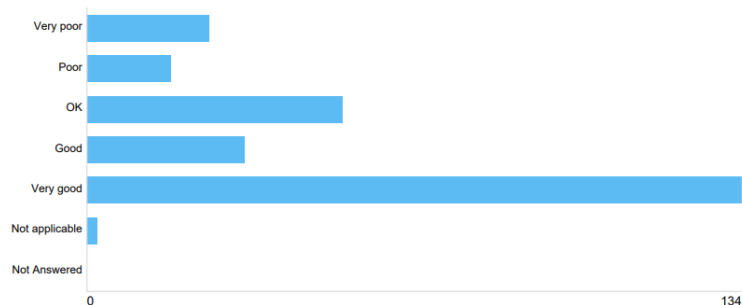
6. Since the booking process was introduced, how satisfied are you with the traffic control and flow on the site?

**Satisfaction - Traffic control and flow on the site**



7. Since the booking process was introduced, how satisfied are you with the overall customer experience?

**Satisfaction - Overall customer experience**



## Top 5 themes arising in free text comments:

Question: Please provide any other feedback on the booking process

<b>Feedback theme</b>	<b>Total feedback comments</b>	<b>Percentage of feedback comments</b>
Overall negative (bookings)	107	53.50%
Scrap it / unnecessary	94	47.00%
Inconvenient / need to plan	64	32.00%
Overall positive (bookings)	47	23.50%
RC staff	40	20.00%

Note: The final survey question was non-mandatory and was not completed by all respondents. If a free text response included more than one theme, multiple tags will have been applied.

# Recycling Centre Vehicle Bookings

## Evaluation Summary – Waltham Abbey Recycling Centre

### Survey Response facts and figures

- 80 responses were received for Waltham Abbey recycling centre
- 54 free text responses received for Waltham Abbey recycling centre

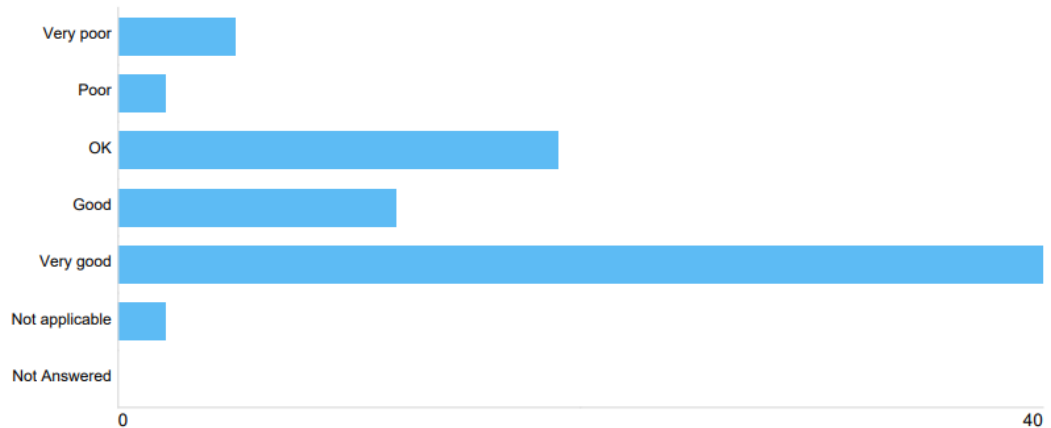
### Booking facts and figures

- Number of booking slots available per week during peak periods for cars is 1800, for vans / large vehicles there are zero booking slots available, as this site does not accept large vehicles
- From 13<sup>th</sup> March to 30<sup>th</sup> July 2023, the average number of bookings managed per week for cars is 501
- Average bookings as a % of bookable capacity (peak time) for cars is 28%
- Average number of un-booked visits per week for cars is 1296

### User Feedback

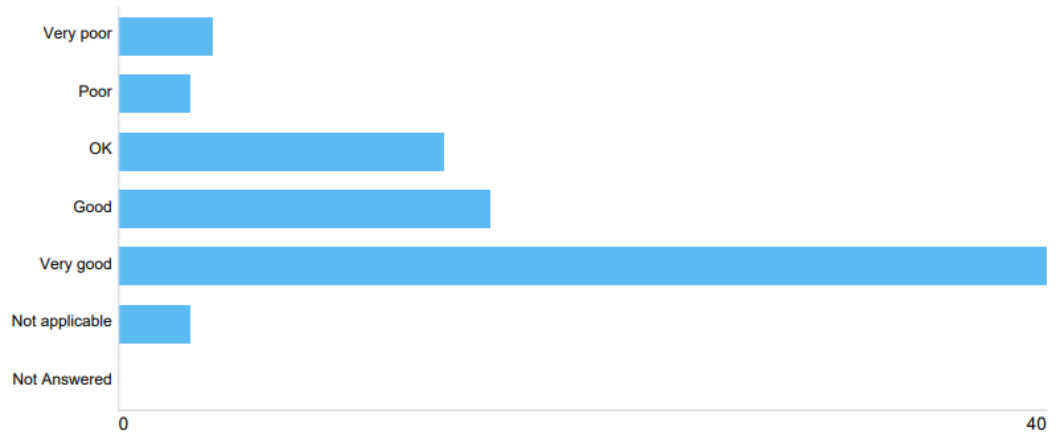
1. Since the booking process was introduced, how satisfied are you with the ease of making a booking?

**Satisfaction - Ease of making a booking**



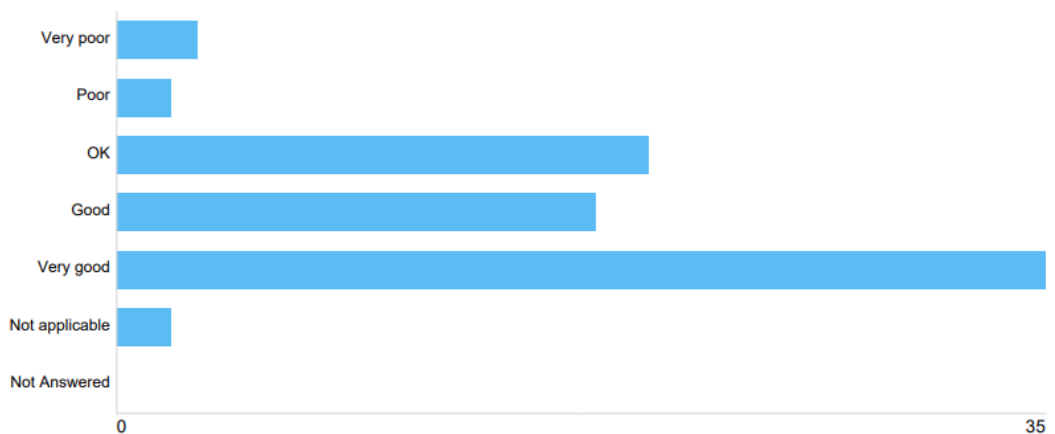
2. Since the booking process was introduced, how satisfied are you with the availability of slots on the day required?

**Satisfaction - Availability of slots on the day required**



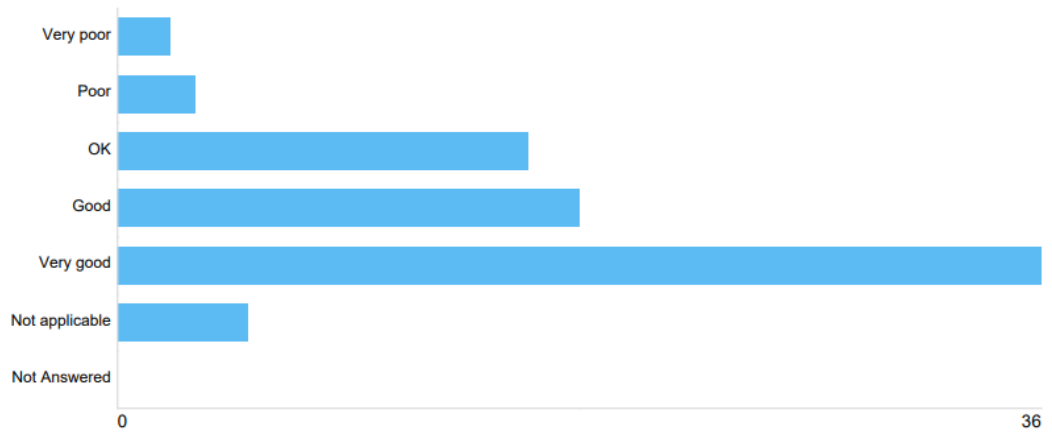
3. Since the booking process was introduced, how satisfied are you with the availability of slots at the time required?

**Satisfaction - Availability of slots at the time required**



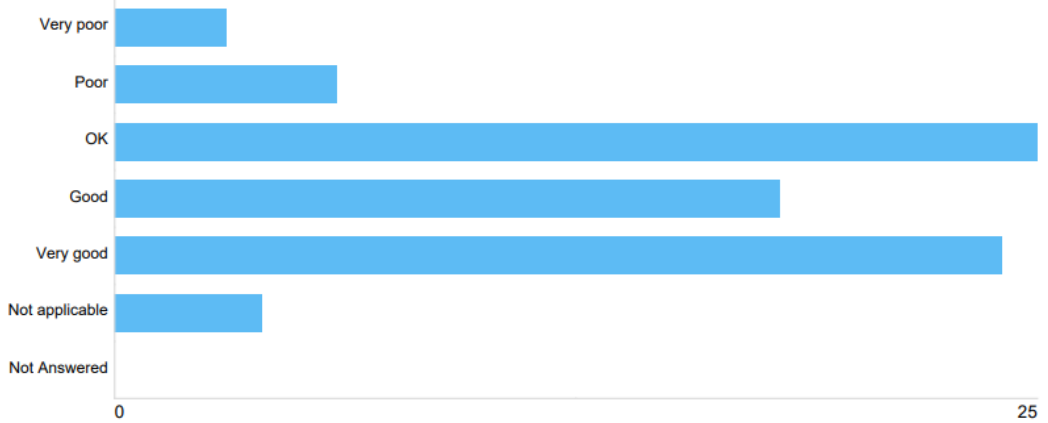
4. Since the booking process was introduced, how satisfied are you with the ease of access / queuing into the site?

**Satisfaction - Ease of access / queueing into the site**



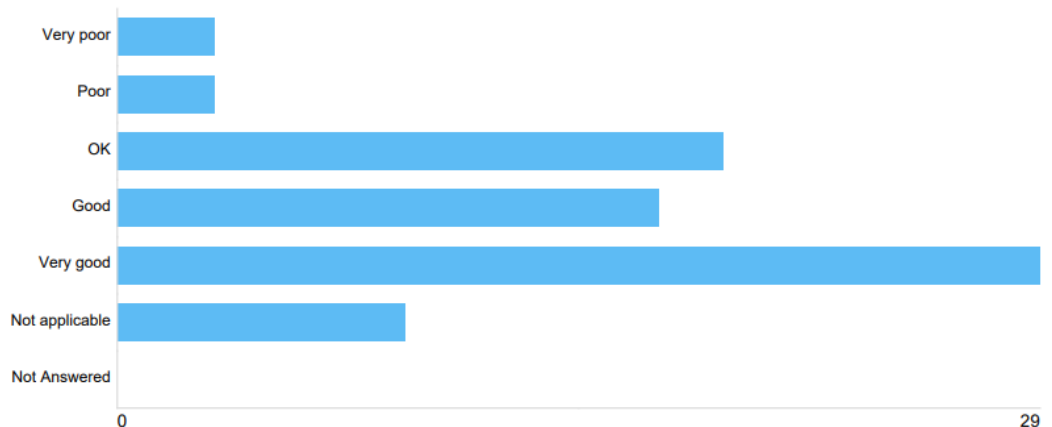
5. Since the booking process was introduced, how satisfied are you with the ease of your booking being checked on site?

**Satisfaction - Booking being checked on site**



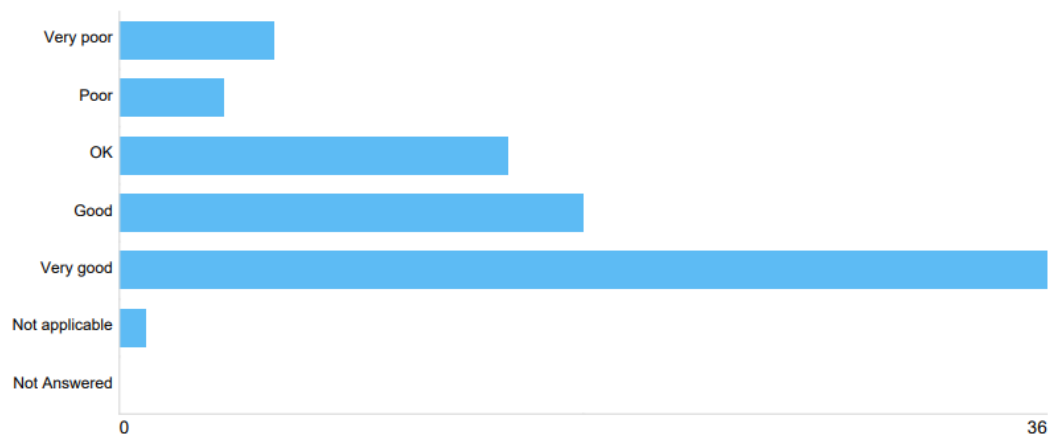
6. Since the booking process was introduced, how satisfied are you with the traffic control and flow on the site?

**Satisfaction - Traffic control and flow on the site**



7. Since the booking process was introduced, how satisfied are you with the overall customer experience?

**Satisfaction - Overall customer experience**



Top 5 themes arising in free text comments:

Question: Please provide any other feedback on the booking process

Feedback theme	Total feedback comments	Percentage of feedback comments
Overall positive (bookings)	23	42.59%
Overall negative (bookings)	18	33.33%
Scrap it / unnecessary	14	25.93%
Inconvenient / need to plan	10	18.52%
Suggested improvement	10	18.52%

Note: The final survey question was non-mandatory and was not completed by all respondents. If a free text response included more than one theme, multiple tags will have been applied.

# Recycling Centre Vehicle Bookings

## Evaluation Summary – West Mersea Recycling Centre

### Survey Response facts and figures

- 130 responses were received for West Mersea recycling centre
- 96 free text responses received for West Mersea recycling centre

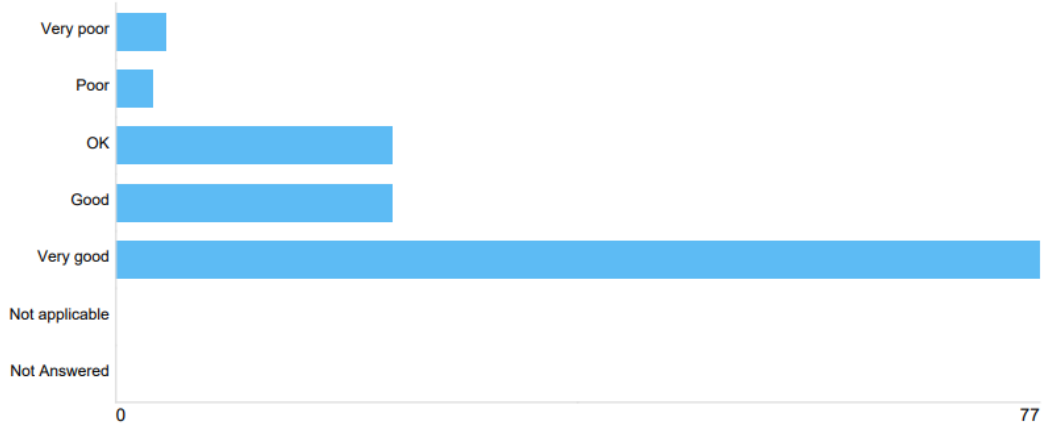
### Booking facts and figures

- Number of booking slots available per week during peak periods for cars is 1008, for vans / large vehicles there are zero booking slots available, as this site does not accept large vehicles
- From 13<sup>th</sup> March to 30<sup>th</sup> July 2023, the average number of bookings managed per week for cars is 574
- Average bookings as a % of bookable capacity (peak time) for cars is 56%
- Average number of un-booked visits per week for cars is 444

### User Feedback

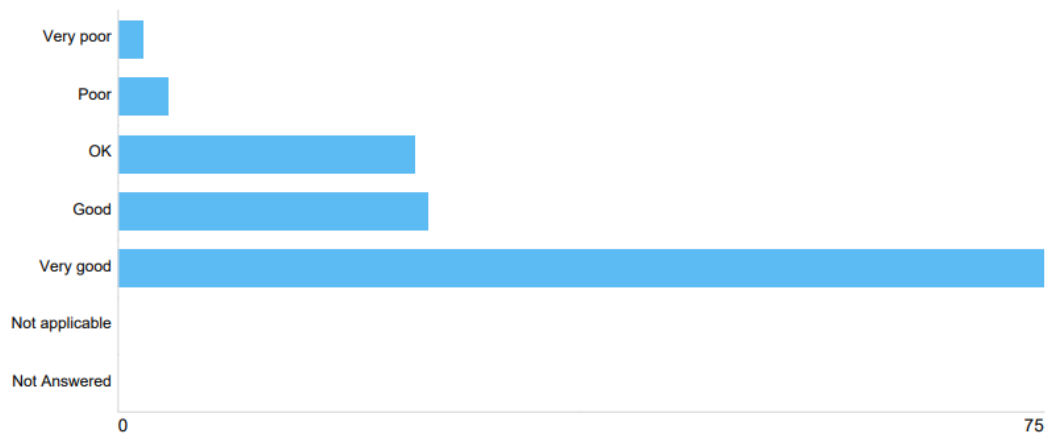
1. Since the booking process was introduced, how satisfied are you with the ease of making a booking?

**Satisfaction - Ease of making a booking**



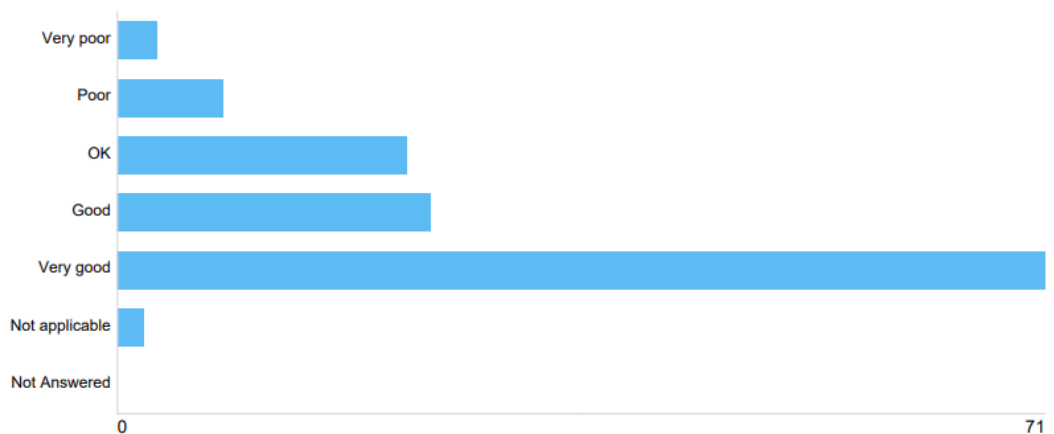
2. Since the booking process was introduced, how satisfied are you with the availability of slots on the day required?

**Satisfaction - Availability of slots on the day required**



3. Since the booking process was introduced, how satisfied are you with the availability of slots at the time required?

**Satisfaction - Availability of slots at the time required**



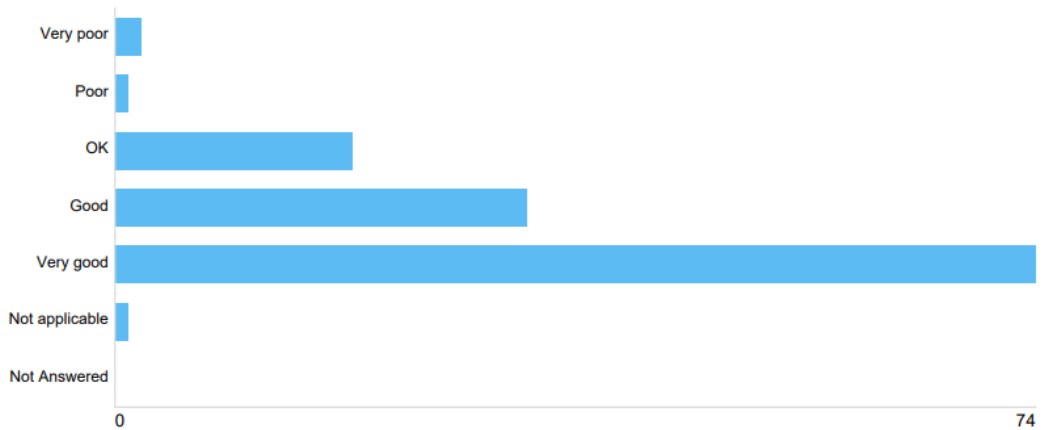
4. Since the booking process was introduced, how satisfied are you with the ease of access / queuing into the site?

**Satisfaction - Ease of access / queueing into the site**



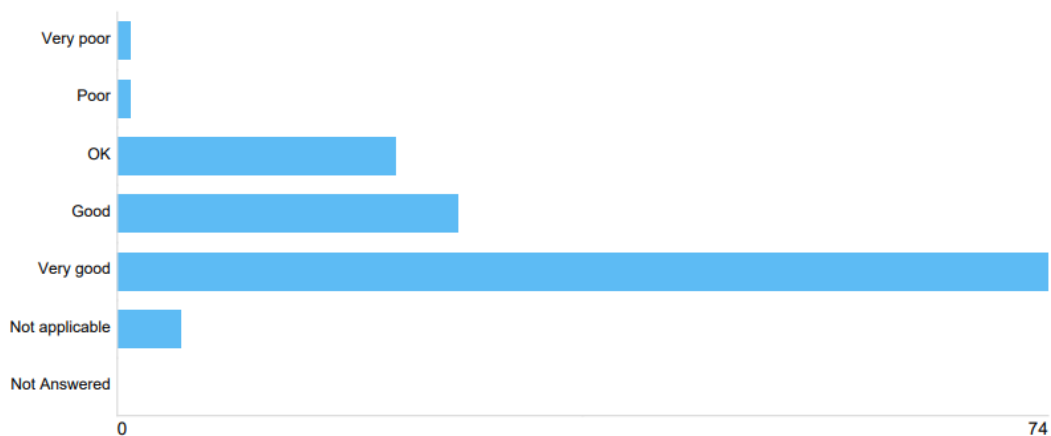
5. Since the booking process was introduced, how satisfied are you with the ease of your booking being checked on site?

**Satisfaction - Booking being checked on site**



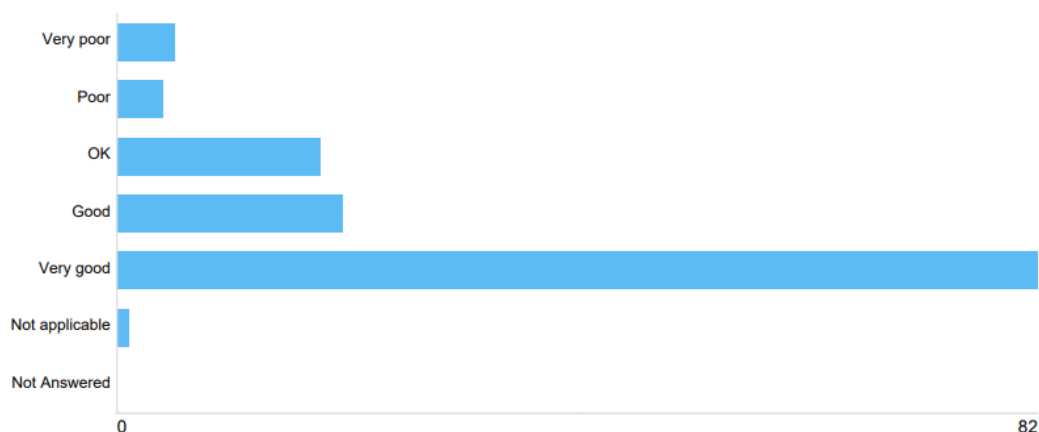
6. Since the booking process was introduced, how satisfied are you with the traffic control and flow on the site?

**Satisfaction - Traffic control and flow on the site**



7. Since the booking process was introduced, how satisfied are you with the overall customer experience?

**Satisfaction - Overall customer experience**



Top 5 themes arising in free text comments:

Question: Please provide any other feedback on the booking process

Feedback theme	Total feedback comments	Percentage of feedback comments
Overall negative (bookings)	32	33.33%
Overall positive (bookings)	32	33.33%
Scrap it / unnecessary	26	27.08%
Inconvenient / need to plan	23	23.96%
Queuing / traffic	19	19.79%

Note: The final survey question was non-mandatory and was not completed by all respondents. If a free text response included more than one theme, multiple tags will have been applied.

# Recycling Centre Vehicle Bookings

## Evaluation Summary – Witham Recycling Centre

### Survey Response facts and figures

- 184 responses were received for Witham recycling centre
- 113 free text responses received for Witham recycling centre

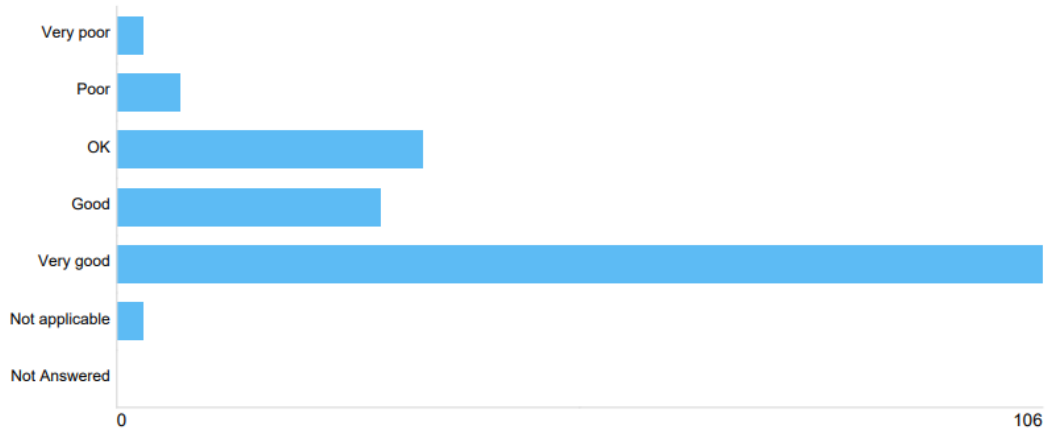
### Booking facts and figures

- Number of booking slots available per week during peak periods for cars is 2856, for vans / large vehicles there are zero booking slots available, as this site does not accept large vehicles
- From 13<sup>th</sup> March to 30<sup>th</sup> July 2023, the average number of bookings managed per week for cars is 967
- Average bookings as a % of bookable capacity (peak time) for cars is 34%
- Average number of un-booked visits per week for cars is 1885

### User Feedback

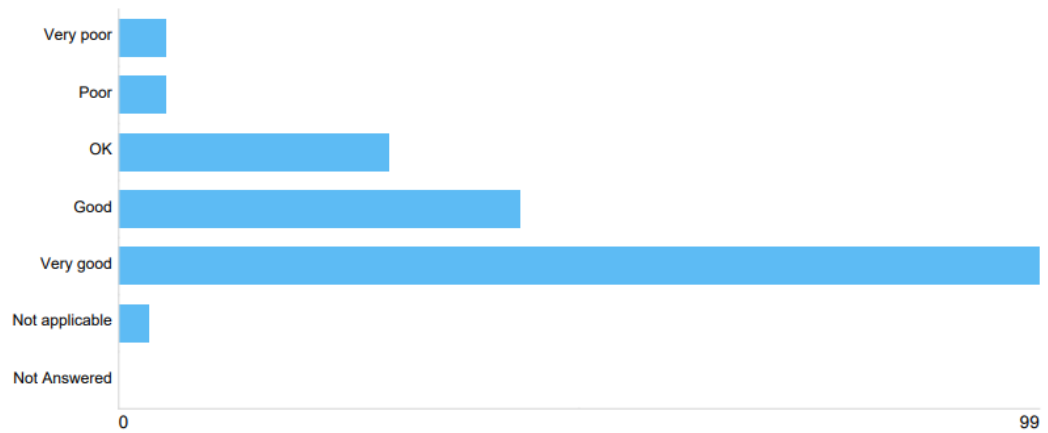
1. Since the booking process was introduced, how satisfied are you with the ease of making a booking?

**Satisfaction - Ease of making a booking**



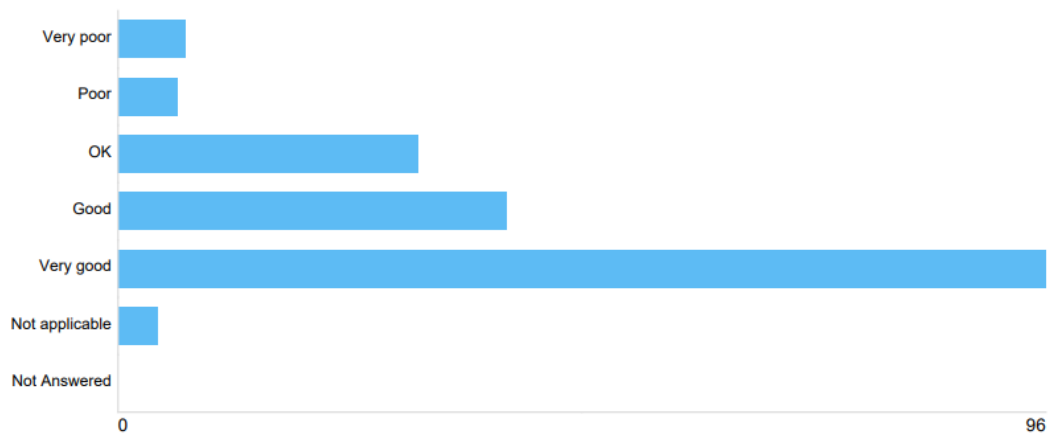
2. Since the booking process was introduced, how satisfied are you with the availability of slots on the day required?

**Satisfaction - Availability of slots on the day required**



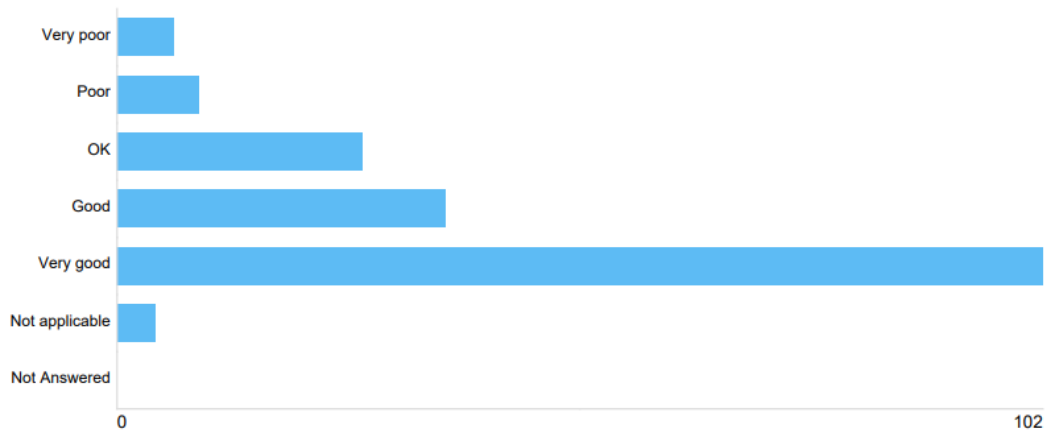
3. Since the booking process was introduced, how satisfied are you with the availability of slots at the time required?

**Satisfaction - Availability of slots at the time required**



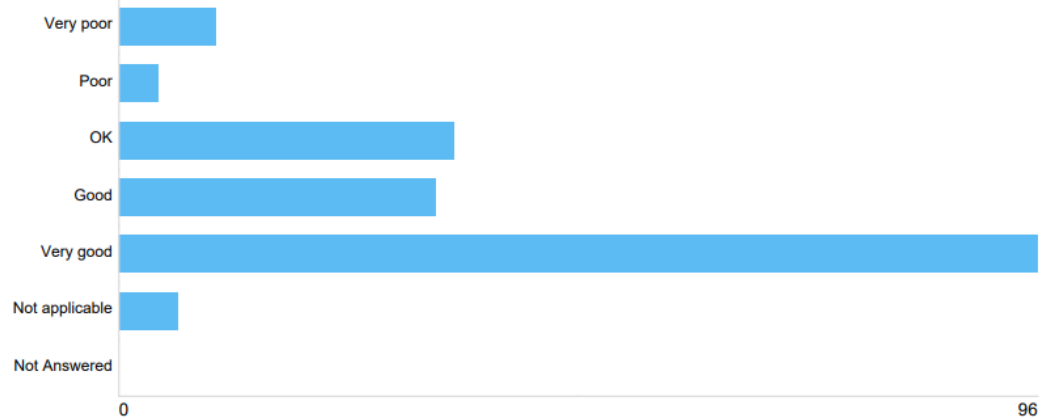
4. Since the booking process was introduced, how satisfied are you with the ease of access / queuing into the site?

**Satisfaction - Ease of access / queueing into the site**



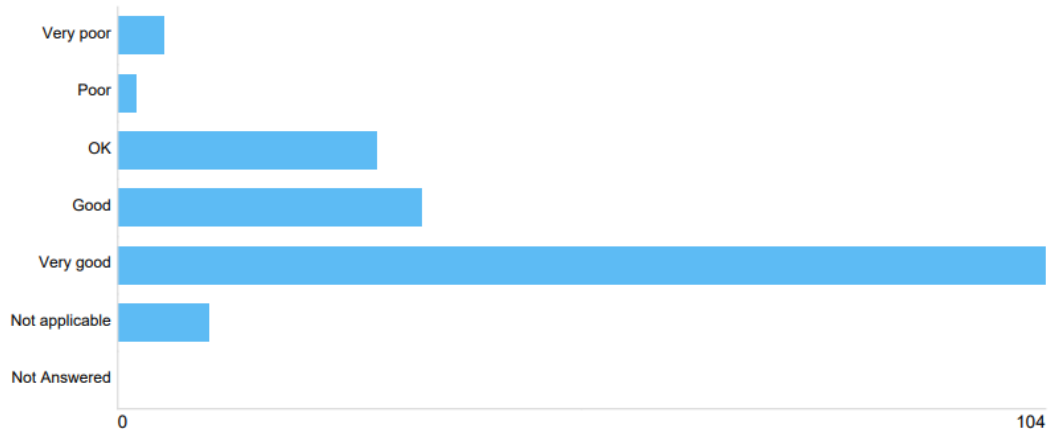
5. Since the booking process was introduced, how satisfied are you with the ease of your booking being checked on site?

**Satisfaction - Booking being checked on site**



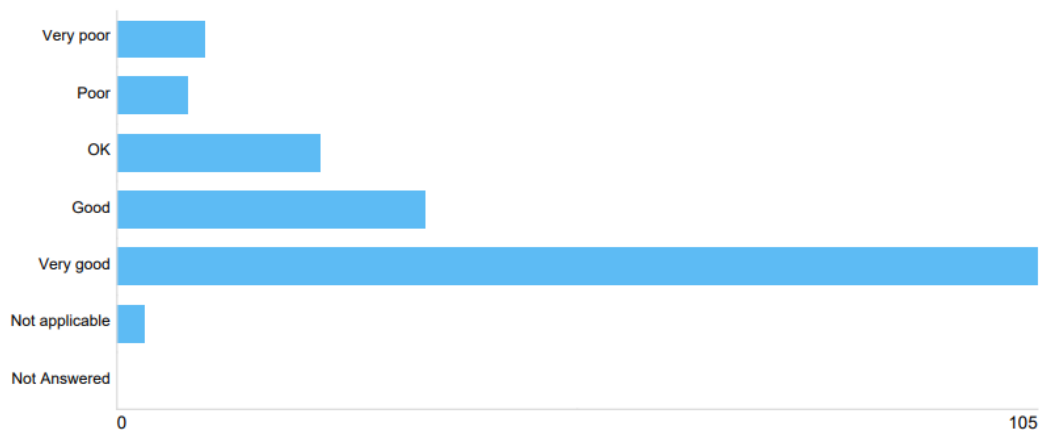
6. Since the booking process was introduced, how satisfied are you with the traffic control and flow on the site?

**Satisfaction - Traffic control and flow on the site**



7. Since the booking process was introduced, how satisfied are you with the overall customer experience?

**Satisfaction - Overall customer experience**



Top 5 themes arising in free text comments:

Question: Please provide any other feedback on the booking process

Feedback theme	Total feedback comments	Percentage of feedback comments
Overall positive (bookings)	54	47.79%
Overall negative (bookings)	30	26.55%
Queuing / traffic	26	23.01%
Scrap it / unnecessary	25	22.12%
Recycling centre staff	22	19.47%

Note: The final survey question was non-mandatory and was not completed by all respondents. If a free text response included more than one theme, multiple tags will have been applied.