

Forward Plan reference number: FP/006/01/24

Report title: Introduction of a Permanent Recycling Centre Booking Process	
Report to: Cabinet	
Report author: Cllr Peter Schwier, Climate Czar & Cabinet Member for Environment, Waste Reduction & Recycling	
Date: 27 February 2024	For: Decision
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County Divisions affected: All Essex	

1. Everyone's Essex

- 1.1 Everyone's Essex sets out the Council's strategic purpose, including the aim of a High Quality Environment. This aim includes specific commitments to support residents to reduce waste, increase recycling, encourage reuse of materials and move towards a more circular economy. It also sets out the ambition to achieve net zero carbon emissions. Efficient and effective waste services are critical to increasing recycling and minimising waste.
- 1.2 As the Waste Disposal Authority, Essex County Council (the Council) is responsible for disposing of waste collected by the district, city and borough councils. The Council has a statutory duty to provide recycling centres for residents to recycle and dispose of their household waste, free of charge. To fulfil this duty, the Council operates 21 recycling centres across the county.
- 1.3 The purpose of this report is to present the results of the Recycling Centre Booking Process Pilot evaluation and public consultation, and to recommend permanently retaining a booking process at all 21 recycling centres.
- 1.4 Through Everyone's Essex, the Council is committed to providing excellent services which balance the needs of residents alongside protecting the environment and ensuring value for money.
- 1.5 Since 2022, Essex County Council has been running a pilot to understand if a booking process at the recycling centres can reduce queuing and local congestion, enhance operational efficiency, improve customer satisfaction and encourage more recycling. Meeting these objectives would contribute to achieving our Everyone's Essex aim of a High Quality Environment and providing excellent services.
- 1.6 The final phase of the pilot introduced a booking process for all vehicles at all recycling centres in March 2023. The Council has evaluated its impact and conducted a public consultation to seek residents' views on the future of a booking process for recycling centres. The public consultation received over 18,000 responses. The majority of respondents to the consultation agreed with

the proposals to retain a booking process permanently for cars and vans (58% and 72%, respectively).

2 Recommendation

- 2.1 Agree that a booking process should be retained at all 21 Essex recycling centres for all vehicles (cars and vans) across all operating hours on a permanent basis, in line with the proposals consulted upon.

3 Background and Proposal

Background

- 3.1 As the statutory Waste Disposal Authority, Essex County Council is required to make places available for residents to dispose of their household waste. The Council fulfils this duty through the provision of 21 recycling centres.
- 3.2 In 2022, Essex County Council began a pilot requiring users to book visits to recycling centres (decision reference FP/219/11/21).
- 3.3 The pilot was introduced in response to challenges of high demand at peak times, particularly at weekends, which at times led to queueing and congestion. This was affecting neighbouring properties, impacting the environment through increased greenhouse gas and air pollutant emissions from idling vehicles, reducing operational efficiency of the recycling centres, and causing longer waiting times and customer dissatisfaction.
- 3.4 The purpose of the pilot has been to test whether introducing a booking process to smooth demand across available opening hours would:
- improve operational efficiency
 - reduce congestion at recycling centres
 - help manage waiting times
 - improve the user satisfaction
 - reduce misuse by those disposing of commercial waste
 - encourage users to separate recyclable waste by creating a more positive on-site experience.
- 3.5 To test and learn how a booking process could address these issues, the pilot has been implemented in phases:
- Phase 1 of the pilot introduced a booking process requiring van users to book to use the nine van-friendly large recycling centres (February 2022)
 - Phase 2 introduced a booking process for all vehicles (cars and vans) at Rayleigh Recycling centre (June 2022) in response to issues with congestion and queuing at this site.

- 3.6 An Evaluation of Phase 1 and 2 was published on the Love Essex website in December 2022 showing that the booking process had been effective in managing demand at the pilot sites. The evaluation incorporated a number of factors including user survey results, operational feedback, causation link to fly tipping and congestion.
- 3.7 On 13 March 2023, in response to this evaluation, the pilot was extended and expanded to all vehicles at all 21 recycling centres (Phase 3). Pedestrians, cyclists and Blue Badge holders were exempt. (Decision reference FP-594-12-22.)
- 3.8 As part of this decision, the Council committed to evaluating the operational benefits and impacts of the booking process. The Council also committed to conducting a public consultation to share the evaluation findings and seek residents' views on a proposal for the future of the booking process following the pilot.
- 3.9 Following the decision, in March 2023, we consulted the Place Services and Economic Development Scrutiny Committee and shared the evaluation findings of the initial phases.

About the booking process

- 3.10 A simple and accessible booking process is in place for all vehicles at all 21 recycling centres. There is one booking system for cars and cars with single-axle trailers, and one for vans, pickups and large trailers at the nine large (van-friendly) sites.
- bookings can be made online via the Love Essex website. Users can also make a telephone booking through the Essex County Council Contact Centre, Monday to Friday, 8.30am to 5pm
 - booking slots are for a single 15-minute visit for cars, 20 minutes for large vehicles
 - bookings can be made with as little as 15 minutes notice or up to six weeks in advance
 - as each recycling centre is different, the number of available booking slots is set on a site-by-site basis
 - users can cancel bookings that are no longer required.
- 3.11 During the pilot, pedestrians, cyclists and Blue Badge holders have not been required to book.
- 3.12 Residents from nearby areas in Suffolk and Hertfordshire can also make a booking and use recycling centres due to reciprocal agreements with these counties.
- 3.13 We have made and tested improvements to the booking system in response to operational and resident feedback throughout the pilot, including:

- introducing the ability to make same-day bookings, up to 15 minutes in advance (subject to availability)
- increasing the number of bookable slots at all sites
- reviewing the timing and duration of planned closures for operational activities
- increasing the time in advance that slots are available to book (up to six weeks)
- adding more information to the website to make it easier to cancel a booking

Evaluation

- 3.14 To understand the operational impact of implementing a booking process, data was collected between 17 March and 30 September 2023 (6.5 months) and a Final Evaluation Report of the pilot has been produced by the Council.
- 3.15 This builds upon an Interim Evaluation Report, which was published in October 2023 to support the public to make an informed response to the public consultation. The interim evaluation report contains a range of datasets including booking data, customer feedback, changing patterns in waste, and fly tipping data.
- 3.16 Overall, the evaluation shows that the booking process has had a range of operational and customer benefits, particularly as a result of reducing queuing and congestion, with no discernible impact on perceived areas of concerns such as fly-tipping and recycling rates.
- 3.17 The Final Evaluation Report is attached at Appendix 1. The key findings of the Final Evaluation Report are below.
- 3.18 **Fly-tipping:**
- a) The impact of a booking process on the level of fly-tipping has been a key area of concern for some residents. No direct link has been identified between the introduction of the booking process and the level of reported fly-tipping in Essex.
 - b) Government national data indicates that fly-tipping fluctuates year on year. In January 2023, DEFRA undertook a [study](#) to explore if there were any links between recycling centre booking systems and incidents of fly-tipping and did not find a link between booking systems and fly-tipping.
 - c) The reasons why individuals choose to fly-tip are complex and varied and there is no single driver for all fly-tipping incidents. Although “service access” is often provided as a reason by fly-tippers for their actions, there are generally other factors at play. Interviews with fly-tippers have indicated many do so because it is easy and carries a low risk of detection, whilst also avoiding the cost of legitimate waste disposal.

- d) Our analysis shows that fly-tipping was increasing prior to the roll-out of the booking process and has fluctuated throughout the pilot period, with no discernible pattern across the county. Therefore, no direct link has been identified between fly-tipping incidents and the booking process. For a more detailed analysis of fly-tipping, please refer to the Final Evaluation Report (Appendix 1).
- e) Feedback from users of the booking system has also indicated high levels of satisfaction and ease of use. When considered together with the ongoing availability of booking slots at the sites it is thought unlikely that the booking process is contributing to fly-tipping or could be a justification for a criminal activity.

3.19 User feedback and surveys:

- a) A user survey about the booking process, including availability of booking slots, queueing, congestion and overall customer experience, was conducted between 23 June to 20 July 2023. A previous survey was conducted for the Evaluation of Phases 1 and 2 in Autumn 2022. There were 6,113 responses to the 2023 survey.
- b) High level results from the user survey are as follows:
 - 93% of respondents were satisfied or better with the overall customer experience when using the booking system
 - 91% of respondents were satisfied or better with the system and 90% of those who had used the cancellation feature were also satisfied or better
 - 84% of weekend users were satisfied or better with availability on the day required, compared to 95% of weekday users
- c) 45% of free text comments were positive overall, compared with 30% negative comments. Observations and suggestions from users have been fed back to improve the service.

3.20 Waste tonnage:

- a) Analysis shows that waste tonnage has reduced at the recycling centres, continuing an historic downward trend at recycling centres. Overall waste tonnage trends have been largely unaffected by the introduction of a booking process and there is no indication that bulky waste is being transferred from the recycling centres into kerbside collections. For further detail on changing patterns in waste, refer to Appendix 1 Final Evaluation Report. It is important to note that changing seasons, volumes of waste and economic factors can all have an impact on waste tonnages, as well as local and national behaviour change campaigns to reduce waste and encourage re-use and recycling.
- b) Recycling performance of the recycling centres has remained static in line with performance achieved over recent years (c.62%). As staff are stationed at the gate to check bookings, they are available to speak to

customers on entry and advise where on site to take their waste to be recycled, and where best to park to do so, helping to maximise recycling rates during a visit.

- c) User survey responses showed that 8 out of 10 people say the booking process has not changed how they dispose of waste. Of those who have changed their behaviours, some residents told us they are reducing their waste or donating to charity.

3.21 Queueing, congestion, and operational efficiency:

- a) Site assessments indicate that the incidence and severity of queueing and congestion have been reduced since the booking process has been in place.
- b) The user survey asked questions around site access, queueing and traffic control. 93% of respondents were satisfied or better with the ease of access, queueing and traffic control at recycling centres. The results are similar for users who typically visit at the weekends (when recycling centres tend to be busier)

Public Consultation

3.22 A public consultation was conducted for six weeks from 9 October to 19 November 2023. The purpose was to seek residents' views on retaining a booking process, and asked whether they agreed or disagreed with the following proposal for cars and then for vans:

- bookings will be required at all sites and all opening hours
- bookings will be required for users in a car and car with a single axle trailer
- bookings will be required for users wishing to visit one of the nine van-friendly sites in a large vehicle
- Blue Badge holders, pedestrians and cyclists will not have to book
- bookings can be made online at any time, or by telephone through the Contact Centre, Monday to Friday, 8.30am to 5pm

3.23 The consultation was carried out in line with best practice, enabling an opportunity for residents and organisations to have their say and influence the final decision on the future of the booking process.

3.24 The responses to the consultation have been independently analysed by Lake Research. The Consultation Analysis Report is attached at Appendix 2.

3.25 The primary method for responding to the consultation was online, enabling respondents to participate quickly and easily, including QR codes on banners and leaflets at recycling centres and all 74 Essex libraries, mobile libraries and community connectors. To ensure reasonable access for all, including those who are not digitally confident, the availability of alternative formats (paper copies and telephone interviews available on request from the Contact Centre) was promoted extensively. An Easy Read version of the proposal and survey

was also made available online and paper copies on request.

- 3.26 To ensure visibility and raise awareness, the consultation was heavily promoted countywide through a mixed media communications campaign to raise awareness with residents who both have and have not used the booking system, encouraging everyone to have their say. This included press releases, social media, paid digital advertising, radio advertisements, advertisements on bus backs and a BBC Essex Radio interview with Cllr Schwier.
- 3.27 Consultation information and a Communications Toolkit were sent to all Essex County Council Members, Essex MPs, Essex Association of Local Councils and other key partners who assisted in amplifying the messages and encouraging their communities to have their say on the proposals. Details of the communication campaign are provided in the Consultation Analysis Report at Appendix 2.
- 3.28 In line with best practice, for transparency the high level results of the consultation were published on Citizen Space prior to the Cabinet decision (24 January 2024).
- 3.29 A formal response to the consultation findings is provided in the Essex County Council (ECC) Response document (Appendix 3). For brevity, in this report and the summary below, the proposal for cars and cars with a single axle trailer is referred to as the proposal for “cars” and the proposal for large vehicles is referred to as for “vans”.

Consultation Responses

- 3.30 A total of 18,123 responses to the consultation were received, including 1,663 who completed the Easy Read survey. 35 responses were received via paper copies (of which two were large print), one via telephone interview and the remainder were via the Council’s online consultation portal, Citizen Space. 84 emails were received to the consultation inbox and have been reviewed as part of the independent consultation analysis.
- 3.31 Responses were received from across the county. Some districts were over-represented compared to the Essex population (notably Uttlesford, +7%) and others were under-represented (Basildon, -7% and Epping Forest, -4%).
- 3.32 The results of the quantitative analysis below include the main online survey and the easy read. For the questions on the proposals for cars and vans, these have been combined to give a “net agree” or “net disagree” result across the main and easy read surveys.
- 3.33 Comments were invited on the proposal for cars, the proposal for vans and anything else respondents would like to say on the future of a booking process. Over 22,000 free text comments were received. Recommendations on improving the booking process in future have been noted and will be taken forward for consideration in due course. For full details, please refer to the ECC Response document at Appendix 3.

Key Outcomes from the Consultation

3.34 On the proposal to retain a booking process for cars:

- 58% of respondents agreed with the proposal to retain the booking system for cars. 39% disagreed and 3% were unsure
- Respondents from 11 of the 12 district/borough/city councils have indicated at least 50% agreement with retaining a booking process for cars (Uttlesford was the exception where only 22% agreed and 75% disagreed)
- A comparatively higher proportion of residents in Castle Point (71%), Colchester (70%), Harlow (73%), Rochford (89%), Tendring (73%) agreed with the proposal. The level of agreement was lower in Brentwood (52%), Chelmsford (50%), Epping Forest (52%) and Uttlesford (22%).
- Users of 17 of the 21 recycling centres have indicated more than 50% agreement with retaining a booking process for cars. Recycling centres with lower than 50% agreement were Burnham, Saffron Walden, South Woodham Ferrers and Waltham Abbey.
- Frequent users (at least once a week or once a month) favour retention of a car booking process more than those who visit less than every six months.
- Users of the booking system indicate a higher level of agreement to retain a booking process than those who choose not to make a booking.
- Net agreement with the car booking process proposal increases with age.

3.35 Blue Badge holders, who are not required to book, have indicated a higher level of agreement with proposal to retain a booking process than other respondent groups.

3.36 Over half of respondents provided a free text comment on this proposal. For the purpose of reporting, consultees' comments have been grouped into themes and considered separately. The most common themes were:

- Preference for no booking process, or comments that it had had a negative impact on customer experience
- Reporting a more positive on-site experience encountered since the booking process was introduced, for example, queue reduction, easier experience, happier staff. Positive comments on the general process for example that it works well, sharing a preference to keep it, that it allows booking at convenient times
- Preference for a more flexible approach (booking process should not apply at all sites, or only on peak/busy times)
- Concern with regard to the perceived impact on fly tipping or negative impact on recycling behaviour
- There were also suggested improvements to the process and booking system

- 3.37 This public consultation forms part of a range of evidence collected to inform the recommended decision in this report. Notwithstanding this, the county-wide overall result of 58% in favour of retaining a booking process provides a strong endorsement for the proposal for cars. The free text comments show both positive and negative comments on the booking process. The comments suggesting a flexible approach are noted but a universal, county-wide approach is required for a clear and consistent county-wide offer, managing demand across the network and for operational benefits across the whole network.
- 3.38 The qualitative data has been analysed to identify reasons for the variations in agreement across the different localities and consider any improvements that could be implemented. Concerns over perceived impact on fly-tipping and recycling behaviour are noted and addressed in the ECC Response document and Final Evaluation Report.
- 3.39 On the proposal to retain a booking process for vans:
- 72% of respondents agreed with the proposal to retain the booking system for vans. 14% disagreed and 14% were not sure.
 - Respondents from all district/borough/city councils indicated at least 50% agreement with retaining a booking process for vans
 - Users of all the recycling centres indicated more than 50% agreement with retaining a booking process for vans
 - Van users are less likely to agree with this proposal than car users (56% of van users support retaining a booking process for large vehicles compared to 72% of car users). It is noted that the majority of respondents to the consultation identified as car users, with only 5% of all respondents stating that they primarily used a van to access recycling centres,
- 3.40 Approximately 1 in 5 respondents provided a free text comment on the proposal for vans. Comments were broadly reflective of those received under the cars proposal, with some positive comments on on-site experience, including reducing queues and congestion, comments requesting no booking process, comments supporting a flexible approach to bookings (across sites or times) and perceived impact on fly-tipping.
- 3.41 Specific to the proposal for vans, comments were received on different rules for vans, for example, private use vans should be treated differently to commercial vans or vans should book as they have more waste/take more time to unload.
- 3.42 The county-wide overall result of 72% in favour of retaining a booking process for vans provides a strong endorsement for the proposal for vans. This is supported by the operational benefits found through the evaluation such as reducing the misuse of recycling centres by those disposing of business waste.
- 3.43 Consultees were also given the opportunity to provide further comments on the future use of the booking system. 45% of consultees provided a comment on this question. The majority of consultee comments in response to this question reflect those received under the cars and vans proposals. Additional points to consider included comments on the consultation process and observations

about bookable capacity of the recycling centres.

- 3.44 The qualitative responses provide suggestions that will be considered as part of ongoing service enhancements.
- 3.45 Due consideration has been given to the findings of the consultation survey in making the recommendation to Cabinet. This includes the quantitative results on net agreement on the proposals, which is 58% for cars and 72% for vans, and considering the 22,000+ qualitative comments.
- 3.46 The results of the evaluation and the consultation were discussed with the Place Services and Economic Growth Policy and Scrutiny Committee on 20 December 2023, with the Committee invited to help shape the recommendations for this Cabinet decision. The Committee indicated its general support for the continuation of the scheme, recognising the large numbers who had responded to the consultation, the overall positive response and the results of the operational evaluation. Committee members supported retaining a telephone booking option and advised that the booking process itself and non-digital options are promoted to non-internet users. The committee noted the difficulties in deviating from the proposed county-wide model, but asked officers to continue to explore options for flexibility and to maintain a pragmatic approach to enforcement on non-booked visits.
- 3.47 In light of these findings, it is recommended that a booking process for cars and vans is retained across all sites and operating hours.

4 Links to our Strategic Ambitions

- 4.1 This report links to the following aims in the Essex Vision:
- Develop our County sustainably
- 4.2 Approving the recommendations in this report will have the following impact on the Council's ambition to be net carbon neutral by 2030:
- Through the better alignment of vehicle flow with site capacity vehicle, queueing time at sites has been reduced which has had a positive impact on the emissions from vehicles using the sites
- 4.3 This report links to the following strategic priorities in the Organisational Strategy 'Everyone's Essex':
- **High Quality Environment:** Minimise Waste & Net-Zero
 - **Service Excellence:** Sustaining Excellence, Collaborating with Partners, Addressing Demand

5 Options

5.1 Option 1 - Recommended: The vehicle booking system is retained permanently at all sites, across all operating hours and for all vehicles (cars and vans)

5.1.1 The evaluation of all three phases of the pilot have shown that the booking process is a cost-effective way to make optimum use of available capacity across the recycling network to support the needs of the current and growing population of Essex.

- It has helped manage demand across the recycling centre network to reduce the queues and congestion that were being experienced at peak times and increase operational efficiency.
- Managing demand across the recycling centre network has in turn delivered additional benefits. For example, better on-site safety and a more positive environment to encourage recycling, with staff more available to help customers and advise on where different type of waste should be deposited.
- Customer satisfaction with the booking system is high, with 93% of respondents to the most recent User Survey (Summer 2023) reporting they were satisfied or better with the overall customer experience when using the booking system and 93% of respondents satisfied or better with the ease of access, queueing and traffic control at recycling centres.
- The results of the public consultation show a 58% net agreement with the proposal to retain county-wide for cars, compared to 39% in net disagreement. For vans, this rises to 72% net agreement, with net disagreement falling to 14%.
- The booking system has unlocked a direct means of engaging with residents, with circa 64,000 users having consented to be contacted about recycling centre service changes, and the booking system itself a platform to share news such as site closures.

5.1.2 The 'free text' questions in the public consultation have provided a wealth of resident feedback on a wide range of issues which could be used by the Service to improve the booking process and operational service.

5.2 Option 2 – Not recommended: Do not retain the booking system (do nothing)

5.2.1 If the Council does not retain the booking system (do nothing) and reverts to no appointments at the 21 recycling centres, there is a risk of former scenarios of queuing and congestion returning which would impact on service delivery and user satisfaction.

5.2.2 Prior to the introduction of the booking process:

- peak hour queuing at busy recycling centres was causing longer waiting times and local congestion, impacting operational efficiency and user satisfaction

- operational adjustments and increasing staff numbers were the only ways to alleviate congestion during peak times and to deter trade waste without significant investment in the network and, despite these changes, congestion remained an issue
- actions aimed at encouraging users to visit sites at quieter times or use other free waste disposal options had been deployed but had negligible impact on queueing and congestion

5.3 Option 3 - Not recommended: A flexible booking system is implemented, operating on different sites at various times in response to site specific factors. For example, booking required only at weekends, at busy times, certain days, certain Recycling Centres or certain vehicle types.

- 5.3.1 Whilst this might be preferred by some residents, the majority of residents support retaining a booking process at all sites and for all operating hours. The Service considers moving away from clear and consistent countywide service is likely to cause confusion over what the process and rules are at each site.
- 5.3.2 If the booking process is not implemented universally across Essex, it could move demand to sites that are less able to accommodate increased traffic, exacerbating congestion at busy sites or at peak times.
- 5.3.3 A booking process has helped the Service to understand and plan for patterns of demand and servicing needs at sites that are required to close in order to safely undertake servicing activities, sites without a booking process would lose this operational benefit reducing the overall efficiency of the Service.

6 Issues for consideration

6.1 Financial implications

- 6.1.1 There has not been any evidence of changes to waste tonnages following the implementation of the Vehicle Booking System trial at all Recycling Centres, therefore there are no financial savings arising from the request to retain the booking system.
- 6.1.2 The ongoing revenue costs of the booking system are £10,000 per annum and are included within the Medium Term Resource Strategy for 2024/25.

6.2 Legal implications

- 6.2.1 The Environmental Protection Act 1990 (the 'EPA') requires ECC to arrange for places to be provided for residents to dispose of their household waste free of charge. Each such place must be situated within the County or reasonably accessible to residents. Each place must be available for the deposit of waste at all reasonable times.
- 6.2.2 The EPA is silent as to whether the a booking system is compatible with this duty, but such a system has been operated by lots of authorities and the fact that same day appointments are available suggests that it is likely to be lawful.

We cannot of course guarantee that a court would agree.

- 6.2.3 It is important that Recycling Centres for Household Waste (RCHWs) are accessible to residents to help make sure waste is disposed of in a responsible way.
- 6.2.4 The Government carried out a consultation on RCHWs (DIY Disposal Charges and Booking Systems) which closed in July 2022. The results were published in December 2023. The outcome of this consultation led the Government to maintain that it is important to ensure that booking systems are not perceived as an obstacle by residents. They did not make any proposals regarding the implementation or use of booking systems but said this would be kept under review and may reconsider policy in this area should evidence support it.
- 6.2.5 It is recommended that the level of available bookings, including the addition of on the day bookings, continues to be reviewed to ensure that places are available for the deposit of waste at all reasonable times. Updated guidance from Government may also need to be followed if issued.

7 Equality and Diversity Considerations

- 7.1 The Public Sector Equality Duty applies to the Council when it makes decisions. The duty requires us to have regard to the need to:
 - (a) Eliminate unlawful discrimination, harassment and victimisation and other behaviour prohibited by the Act. In summary, the Act makes discrimination etc. on the grounds of a protected characteristic unlawful
 - (b) Advance equality of opportunity between people who share a protected characteristic and those who do not.
 - (c) Foster good relations between people who share a protected characteristic and those who do not including tackling prejudice and promoting understanding.
- 7.2 The protected characteristics are age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, sex, and sexual orientation. The Act states that 'marriage and civil partnership' is not a relevant protected characteristic for (b) or (c) although it is relevant for (a).
- 7.3 The Equalities Comprehensive Impact Assessment indicates that the proposals in this report will not have a disproportionately adverse impact on any people with a particular characteristic.
- 7.4 The booking process is delivered online with a telephone booking service offered for those who are unable to access the booking solution due to an impairment or without digital access. Blue badge holders are exempt from booking, therefore there has been no change to equality of access for this group.

- 7.5 The decision to implement a permanent booking process will be applied consistently in all areas of the county and as a universal policy, therefore there are no specific impacts on levelling up areas and cohorts. To ensure the booking process is working effectively and in line with local site conditions, bookable capacity is set at site level and will be reviewed frequently including at high demand locations in levelling up areas such as Colchester, Canvey Island and Clacton.

8 List of Appendices

1. Final Evaluation Report
2. Consultation Analysis Report (Lake Research)
3. ECC Response to the Consultation Analysis
4. Equalities Comprehensive Impact Assessment

9 List of Background papers

- a. Booking Pilot Interim Evaluation: Published October 2023
- b. HWRC booking systems and incidents of fly tipping research into possible links (Technical Report for Defra)
- c. Call for evidence on booking systems at household waste recycling centres – summary of responses and government response: Published June 2023