

Place Services and Economic Growth Policy and Scrutiny Committee

10:30 Wednesday, 20
December 2023 Committee Room
1
County Hall,
Chelmsford, CM1
1QH

For information about the meeting please ask for:

Justin Long, Senior Democratic Services Officer **Telephone:** 03330 139825

Email: democratic.services@essex.gov.uk

Essex County Council and Committees Information

All Council and Committee Meetings are held in public unless the business is exempt in accordance with the requirements of the Local Government Act 1972.

Members of the public will be able to view and listen to any items on the agenda unless the Committee has resolved to exclude the press and public from the meeting as a result of the likely disclosure of exempt information as defined by Schedule 12A to the Local Government Act 1972.

ECC Guest Wifi

For members of the public, you can now access free wifi in County Hall.

- Please log in to 'ECC Guest'
- Follow the instructions on your web browser

Attendance at meetings

Most meetings are held at County Hall, Chelmsford, CM1 1LX. <u>A map and directions to County Hall can be found on our website.</u>

Access to the meeting and reasonable adjustments

County Hall is accessible via ramped access to the building for people with physical disabilities. The Council Chamber is accessible by lift located on the first and second floors of County Hall.

Induction loop facilities are available in most Meeting Rooms. If the meeting is taking place in Committee Room 1 you will need to download the **Sennheiser**

MobileConnect App from your mobile phones app store in order to access a sound enhancement service for the hard of hearing. You will need to bring headphones or earbuds to the meeting with you. Please speak with a member of the Democratic Services team before the start of the meeting for assistance in using this service

Accessing Documents

If you have a need for documents in, large print, Braille, electronically or in alternative languages and easy read please contact the Democratic Services Officer before the meeting takes place. For further information about how you can access this meeting, contact the Democratic Services Officer.

The agenda is also available on the Essex County Council website, www.essex.gov.uk From the Home Page, click on 'Running the council', then on 'How decisions are made', then 'council meetings calendar'. Finally, select the relevant committee from the calendar of meetings.

Livestreaming of meetings

In the interests of improving access to the Council's meetings, most meetings will be livestreamed on the <u>ECC Democracy YouTube Channel</u>. Recordings of the meetings once they have finished are also available on the Channel.

		Pages
1	Membership, Apologies, Substitutions and Declarations of Interest	4 - 4
2	Minutes of the previous meeting To approve as a correct record the Minutes of the meeting held on 23 November 2023.	5 - 8
3	Questions from the Public A period of up to 15 minutes will be allowed for members of the public to ask questions or make representations on any item on the agenda for this meeting. No statement of question shall be longer than three minutes and speakers will be timed.	
	If you would like to ask a question at this meeting, please email <u>Democratic Services</u> by 12 noon the day before (19 December 2023).	
4	Work Programme and Communications Review To receive an update (PSEG/31/23) on the current Committee Work Programme.	9 - 13

- 5 Recycling Centre Vehicle Booking System Pilot
 To consider a report (PSEG/32/23) and presentation on the
 results of the Recycling Centre Vehicle Booking System
 - results of the Recycling Centre Vehicle Booking System Pilot.
- 6 Proposed schedule of meeting dates for 2024-25
 To agree meetings and/or activity days for the period May 2024-April 2025 (PSEG/33/23).
- 7 Date of Next Meeting

To note that the next meeting of the Committee is scheduled to take place on Thursday 18 January 2024 at County Hall.

8 Urgent Business

To consider any matter which in the opinion of the Chairman should be considered in public by reason of special circumstances (to be specified) as a matter of urgency.

Exempt Items

(During consideration of these items the meeting is not likely to be open to the press and public)

The following items of business have not been published on the grounds that they involve the likely disclosure of exempt information falling within Part I of Schedule 12A of the Local Government Act 1972. Members are asked to consider whether or not the press and public should be excluded during the consideration of these items. If so it will be necessary for the meeting to pass a formal resolution:

That the press and public are excluded from the meeting during the consideration of the remaining items of business on the grounds that they involve the likely disclosure of exempt information falling within Schedule 12A to the Local Government Act 1972, the specific paragraph(s) of Schedule 12A engaged being set out in the report or appendix relating to that item of business.

9 Urgent Exempt Business

To consider in private any other matter which in the opinion of the Chairman should be considered by reason of special circumstances (to be specified) as a matter of urgency.

Agenda Item 1

Committee: Place Services and Economic Growth Policy and Scrutiny

Committee

Enquiries to: Justin Long, Senior Democratic Services Officer

Membership, Apologies, Substitutions and Declarations of Interest

Recommendations:

To note

1. Membership as shown below

- 2. Apologies and substitutions
- 3. Declarations of interest to be made by Members in accordance with the Members' Code of Conduct

Membership

(Quorum: 5)

Cllr Alan Goggin Chairman
Cllr Jane Fleming Vice-Chairman
Cllr Dave Blackwell Vice-Chairman

Cllr Simon Crow

Cllr Paul Gadd

Cllr Paul Honeywood

Cllr Jaymey McIvor

Cllr James Newport Cllr Lee Scordis

Cllr Andrew Sheldon

Cllr Chris Siddall

Cllr Mick Skeels

Cllr Marshall Vance

Cllr Andy Wiles

Minutes of the meeting of the Place Services and Economic Growth Policy and Scrutiny Committee, that was held in Committee Room 1, County Hall, Chelmsford on Thursday, 23 November 2023

Present:

Members:

Councillor A Goggin Chairman
Councillor J Fleming Vice-Chairman

Councillor P Gadd

Councillor P Honeywood Councillor J Newport

Councillor L Scordis To Item 6

Councillor C Siddall Councillor M Skeels

Councillor M Vance To Item 5

Officers:

Lucy Wightman Director of Wellbeing and Public Health
Ben Hughes Head of Wellbeing and Public Health

Tracey Vickers Head of Sustainable Transport

Alastair Southgate Transport Strategy Lead

Justin Long Senior Democratic Services Officer (clerk to the meeting)

Ann Coldicott Democratic Services Manager

Councillor S Crow (joining remotely) – member of the Committee

Councillor L McKinlay - Deputy Leader, Levelling Up, and the Economy

Councillor L Shaw, Deputy Cabinet Member for Highways, Infrastructure and Sustainable Transport

Welcome and Introduction

Cllr A Goggin, the Chairman of the Place Services and Economic Growth Policy and Scrutiny Committee, welcomed those in attendance.

1. Membership, Apologies, Substitutions and Declarations of Interest

The report on Membership, Apologies and Declarations was received, and it was noted that:

- 1. The membership of the Place Services and Economic Growth Policy and Scrutiny Committee was as shown in the report.
- 2. Apologies had been received from Cllr D Blackwell, Cllr J McIvor, Cllr A Sheldon and Cllr A Wiles whilst Cllr S Crow would be joining the meeting remotely.

2. Minutes and Matters Arising

The Minutes of the meeting held on Thursday 19 October 2023 were approved as a correct record and would be signed by the Chairman.

The Matters Arising report was noted subject to an additional point on the issue concerning LHPs (Local Highway Panels).

3. Questions from the Public

There were no questions from the public.

4. Work Programme and Communications Review

The updated Work Programme was noted. It was confirmed that an item was being scheduled on LHPs following the discussion at the October meeting.

5. Community Safety

The Deputy Leader introduced the presentation which can be found here.

Members were then invited to ask questions and provide comment. Key points raised during this discussion included:

- It was reported that Public Health had been closely involved in the development of the Essex Design Guide. Officers would check that the principles of the 'Make Space for Girls' campaign and ECC's Active Essex strategy were being embedded.
- The value of the 'Bystander Training' (previously offered to members) was noted and it was queried whether this could be offered again to all members.
- Information would be shared by officers on how initiatives have been evaluated and the effectiveness of projects undertaken.
- It was confirmed that VWAG (Violence Against Women and Girls) was the only exclusively gender-specific initiative, and the issue of violence and domestic abuse against men (including in same-sex relationships) was being addressed.
- Members expressed concern about the time taken to fix streetlights
 (including those earmarked for LED replacements) and the potential impact
 this was having on crime and community safety issues questioning whether
 highways policy reflected these issues. It was agreed that an item on
 streetlights should be added to the Work Programme.
- It was reported that it would shortly be announced that ECC had been awarded White Ribbon Accreditation in recognition of its commitment to ending violence against women in the workplace and local communities.

• It was confirmed that ECC worked closely with district partners including through the Community Safety Partnership.

 The Cabinet Member stressed that Community Safety was not just about 'dark alleyways' but complex societal and attitudinal issues with a lot of ECC's work focused on people and not just places.

6. LTP 4 (Local Transport Plan 4)

The Deputy Cabinet Member for Highways, Infrastructure and Sustainable Transport introduced the presentation which can be found here.

Members were then invited to ask questions and provide comment. Key points raised during this discussion included:

- Officers reported that the Speed Management Review was linked to the new Place and Movement Matrix and the timescale and budget for this review were still to be confirmed.
- Information would be circulated by officers on the transport usage data compiled by the DfT.
- Members suggested greater flexibility and pragmatism should be shown when applying LTN (Local Transport Note) 1/20 best practice guidance on cycling and walking routes.
- Officers confirmed that a provisional LTP would be submitted in March 2024; however, they were still awaiting further DfT guidance on exactly what needed to be submitted.

Given the late running of the meeting, the number of members having to leave early due to prior engagements and ahead of further government guidance, it was **AGREED** to endorse provisionally the LTP4 strategic themes and outcomes and the Place and Movement Matrix ahead of a further update to the Committee in the new year.

7. Date of Next Meeting

The Committee noted that the next scheduled meeting would take place on Wednesday 20 December.

8. Urgent Business

No items were raised.

9. Urgent Exempt Business

No items were raised.

Chairman

PSEG – Matters Arising (December 2023)

Date of Meeting:	Agenda Item	Action	Status
November 2023	Matters Arising	Information to be sought on comparative cycling officer resource.	Information to be circulated in advance of the upcoming agenda item (see Work Programme).
	Local Highway Panels	Information being sought to include the budget status of 'carry over' schemes (schemes allocated for funding in 22/23).	Added to list of questions on LHPs ahead of upcoming agenda item (see Work Programme).
	Community Safety	Information would be shared by officers on how initiatives have been evaluated and the effectiveness of projects undertaken.	Awaiting response
	LTP 4	Information would be circulated by officers on the transport usage data compiled by the DfT.	Email circulated 12/12/23
		It was agreed to endorse provisionally the LTP4 strategic themes and outcomes and the Place and Movement Matrix ahead of a further update in the new year.	Added to Work Programme

Reference Number: PSEG/31/23

Agenda Item 4

Report title: Work Programme and Communications Review

Report to: Place Services and Economic Growth Policy and Scrutiny Committee

Report author: Justin Long, Senior Democratic Services Officer

Enquiries to: Justin Long, Senior Democratic Services Officer at

justin.long@essex.gov.uk.

County Divisions affected: Not applicable

1. Introduction

1.1 This is a standard agenda item giving members of the Committee an opportunity to consider upcoming scrutiny activity and request items to be added to the work programme.

2. Action required

- 2.1 The Committee is asked to consider the work programme in the Appendix and suggest any additional items.
- 2.2 The Scrutiny Board has asked committees to give consideration as to which work programme items may benefit from communications activity to promote the work of the scrutiny function both internally and externally. Members are asked to consider this when reviewing the Appendix.

3. Background

3.1 Developing a work programme

Work has continued identifying priorities and future agenda items. This has included discussions with Committee Members, Cabinet Members and Officers as well as the other Policy and Scrutiny Committees via the Scrutiny Board.

This work has reflected the adoption of the *Everyone's Essex – Our Plan for Levelling Up the County: 2021-2025* organisation strategy.

The current work programme is attached in the **Appendix**. Please note that changes in Cabinet Member portfolios and some diary clashes have led to revision of the Work Programme since the last meeting of the Committee.

4. Everyone's Essex

The Committee should take account of the *Everyone's Essex – Our Plan for Levelling Up the County: 2021-2025* strategy when considering the work programme and future items.

Particular attention should be paid to the strategic ambitions (and associated commitments and performance measures) most relevant to the work of the Committee: 'Strong, Inclusive and Sustainable Economy', and 'High Quality Environment.'

5. Update and Next Steps

See Appendix.

6. Appendix – Current work programme and an outline of the remit of the Committee.

Place Services and Economic Growth Policy and Scrutiny Committee (PSEG) Work Programme – December 2023

Provisional Dates (2023/24)	Topic Title	Lead Contact / Cabinet Member	Purpose and Target Outcomes	Cross-Committee Work Identified (where applicable)
20 December	Recycling Booking System Trial	Climate Czar and Cabinet Member for Environment, Waste Reduction and Recycling	To evaluate the trial and make recommendations to the Cabinet Member	
18 January	*Scrutiny Briefing* Future Highways Programme	Cabinet Member for Highways, Infrastructure and Sustainable Transport	Briefing for PSEG members	
22 February 2024	Cycling Strategy / Countywide LCWIP	Cabinet Member for Highways, Infrastructure and Sustainable Transport	To consider the emerging strategies	
22 February 2024	Waste Strategy	Climate Czar and Cabinet Member for Environment, Waste Reduction and Recycling	To consider the emerging strategy	

TBC	LTP4 including Space and Movement/Road Hierarchy	Cabinet Member for Highways, Infrastructure and Sustainable Transport	To consider the emerging LTP (Local Transport Plan) 4 and related issues	
Quarterly	Highways Maintenance Performance Report	Cabinet Member for Highways, Infrastructure and Sustainable Transport	To note performance and identify any scrutiny activity	
TBC	Local Highway Panels (LHPs)	Cabinet Member for Highways, Infrastructure and Sustainable Transport	To review issues in relation to LHPs (as raised at the October 2023 meeting including membership)	
TBC – 6- month adoption	EV and Charging Point Strategy	Cabinet Member for Highways, Infrastructure and Sustainable Transport	To review progress on the new EV and Charging Point Strategy (6 months after adoption) and review work on employee fleet transition to EVs	
TBC	LED Streetlight Rollout	Cabinet Member for Highways, Infrastructure and Sustainable Transport	To receive an update on the LED streetlight programme	

TBC	Climate Change	Climate Czar and Cabinet Member for Environment, Waste Reduction and Recycling	To receive an update on Climate Change activity	Cross-committee issue – extend invite
-----	----------------	--	--	--

Topics being pursued jointly or via the Scrutiny Board

• s106 (funding for sustainable transport projects) – CPSC-led (remote) briefing with date TBC

Committee Remit

PSEG is responsible for scrutiny of the following areas of Council activity:

- The economy of Essex
- Economic development and regeneration
- Employment related Skills and apprenticeships
- Strategic Highways and transportation
- Heritage, Culture and the Arts
- Tourism
- Country Parks and other green assets Library services
- Broadband and public communications infrastructure
- Planning
- Environmental services
- Community Safety and Crime and Disorder (not Domestic Violence or Youth Offending Team)
- Emergency Planning
- Waste and recycling
- Energy and emissions reduction
- Trading standards
- Housing
- Gypsies and travellers.

Reference Number: PSEG/32/23

Agenda Item 5

Report title: Recycling Centre Vehicle Booking System Pilot

Report to: Place Services and Economic Growth Policy and Scrutiny Committee

Report author: Jo Boyd-Wallis, Project Manager

Date: 20 December 2023 **For:** Discussion

Enquiries to: Jason Searles, Head of Waste Policy and Circular

Economy, <u>Jason.Searles@essex.gov.uk</u>

County Divisions affected: All

1. Introduction

The Committee is asked to consider the results of the evaluation and public consultation on the Recycling Centre Bookings pilot at Essex Recycling Centres for Household Waste ("recycling centres"), and advise on the future of the booking process.

The purpose of the pilot has been to test if introducing a booking system to smooth demand across available opening hours would:

- improve operational efficiency
- reduce congestion at recycling centres
- help manage waiting times
- improve the customer experience
- reduce misuse by commercial vehicles
- encourage users to separate recyclable waste by creating a more positive on-site experience

Phase 3 of the pilot has built on the learnings from Phases 1 and 2, during which trial booking processes were introduced for vans and large trials at the nine van-friendly recycling centres (February 2022), and for all vehicles using Rayleigh Recycling Centre (June 2022), respectively.

On 13 March 2023, the pilot was extended and expanded to all vehicles at all 21 recycling centres for a period of nine months (Phase 3).

Data has been collected between 17 March and 30 September 2023 (6.5 months) to inform the final evaluation of the pilot. The evaluation considers a range of data and feedback including:

- any impacts on fly-tipping reported by District, Borough and City Councils
- user feedback and surveys
- feedback from operational teams

- tonnage changes
- · congestion at recycling centres

When the decision was made to extend the pilot to all sites and all vehicles, Essex County Council (ECC) committed to holding a public consultation to seek residents' views before deciding on the future of the booking process. Public consultation ran for six weeks from 9 October to 19 November 2023. Analysis of the consultation responses is being carried out by an independent research company.

Following the outcomes of the evaluation and emerging findings of the public consultation analysis, ECC is engaging with Place Services and Economic Growth Policy and Scrutiny Committee. Cabinet will take a decision on the future recycling centre bookings in Spring 2024.

2. Links to Everyone's Essex

The vehicle booking system supports the Everyone's Essex strategic aims to deliver a 'High Quality Environment', including the commitment to minimising waste, and 'Service Excellence' in line with the Everyone's Essex strategy.

Vehicle flows are now better aligned with site capacity and able to be monitored and adjusted as necessary. As a result, vehicle queuing time and congestion at sites have been reduced, as evidenced by user feedback and feedback from Recycling Centre staff.

Customer feedback provided through two user surveys indicates that over 90% of respondents are satisfied or better with the booking system currently in use, and with the overall customer experience. Our evaluation has shown that the booking process this had a positive impact on operational efficiency and site safety. The evaluation also shows that tonnage brought to recycling centres and recycling performance at recycling centres has not been adversely impacted. All of these impacts contribute to more efficient delivery of waste services and a better environment in which to encourage customers to correctly segregate their waste for reuse and recycling.

As queueing has reduced, this will have resulted in lower carbon emissions and air pollutants from idling vehicles. The booking system provides us the means to collect data to better understand and manage use of recycling centres in future to help reduce the climate impact of managing Essex's waste in line with the council's net zero targets.

The emerging results of public consultation show that residents are broadly supportive of the booking process (see **Appendix 1**). The consultation has also provided a wealth of valuable feedback that ECC can use to improve the booking process and recycling centre operations in future, helping to deliver our aim of Service Excellence.

3. Action Required

This is an opportunity for the Committee to consider the findings of the booking Page 15 of 40

process pilot evaluation and emerging results of public consultation.

The committee is asked to support the Cabinet Member to develop recommendations for the future of the booking process, in advance of a Cabinet decision early in 2024.

Expected attendees to support the discussion:

Councillor Peter Schwier, Cabinet Member for Waste Reduction and Recycling

Jason Searles, Head of Waste Policy and Circular Economy

Katy Chambers, Circular Economy Development Manager

4. Presentation

Appendix 1: Recycling Centre Vehicle Booking System presentation

Appendix 2: Interim Evaluation Report 2023
Appendix 3: Phase 1 Pilot Evaluation Report



Recycling Centre Vehicle Booking System

Place Services and Economic Growth Policy and Scrutiny Committee

20 December 2023

Purpose of today's session

- Provide an overview of the public consultation
- Share details of the emerging public consultation results
- Present the findings of the updated evaluation
- Outline next steps for the booking process
- Seek feedback and views of Policy & Scrutiny Committee

Drivers for Change

Customer

Queueing & Congestion
Service Availability
User Experience

Operations

Operational Efficiency
Site Safety & Risks
Environmental Performance
Compliance
Trade Waste

Infrastructure

Location Limitations
Site Capacity Limits
Neighbour Proximity
Highway Queueing Capacity

28 February 2022: Phase 1:

Bookings introduced for vans, pick- ups and vehicles with large trailers at 9 large vanfriendly RCHWs

6 June 2022: Phase 2:

Bookings introduced for cars at Rayleigh Recycling Centre Page 19 of 40

13 March 2023: Phase 3:

Bookings introduced for cars at all remaining RHCWs (trial for 9 months)

Autumn 2023:

Evaluation and Public Consultation before a Cabinet decision on future of booking process

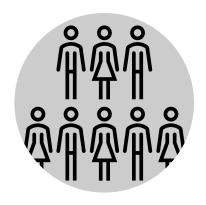
Consultation proposal

Retain the recycling centre booking process permanently

- Bookings will be required at all sites and across all opening hours
- Bookings will be required for users in all cars and vans
- Pedestrians and cyclists will not have to book
- Blue Badge holders will be exempt from booking

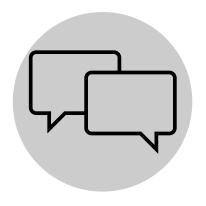


Consultation response



18,120 responses

Includes Easy Read, paper & telephone survey responses



Over 22,000 free text comments



58% agree

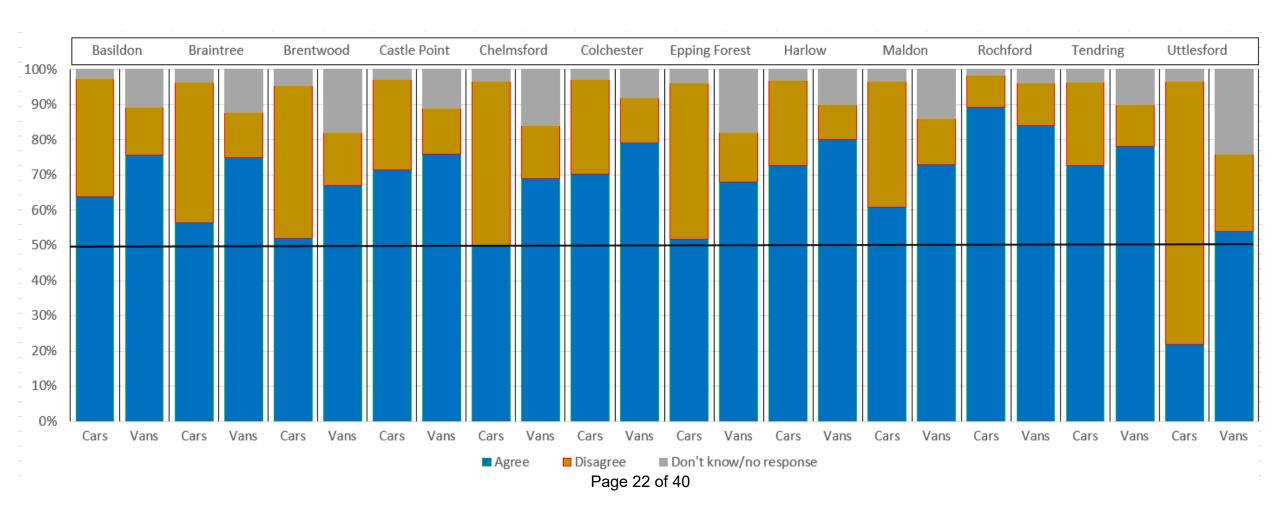
39% disagree



72% agree

14% disagree

Consultation response by location



Consultation Insight

Users of 17 of the 21 recycling centres have indicated more than 50% agreement with retaining a booking process for cars

Users of all recycling centres indicated strong agreement with retaining a booking process for vans

Frequent users 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

Blue Badge holders have indicated a higher level of agreement with proposal to retain a booking process than other respondent groups Page 23 of 40

Sample of consultation comments

Might discourage recycling

Congestion has reduced and staff are more available to help and advise

A universal booking process is unnecessary

The process at the site could be improved

System is easy to use, easier experience and less time at the centre

Encourages fly tipping near sites

Pilot Evaluation

Fly-tipping "the illegal deposit of waste onto land that does not have a licence to accept it"

Fly-tipping is on the rise nationally. The reasons for this are complex and varied. There is no single driver for all fly-tipping incidents, it is often a combination of factors combined with personal values.

National research and interviews with fly-tippers, have provided some insight into motivations, attitudes and behaviours



Convenience and Risk: it is easier and more convenient to fly-tip, whilst the risk of getting caught is low



Impact: Services exist to clear fly-tips quickly leading to a perception that the impact is low and therefore this behaviour does no real harm



Waste Infrastructure: lower bin capacity, poor accessibility, or complex services can encourage habitual fly-tipping



Cost: seeking to reduce cost, or charges for use of bulky waste services may drive fly-tipping behaviours or use of illicit waste services



Awareness: lack of understanding about what constitutes fly-tipping. Certain behaviours, waste types, amounts are often viewed as 'acceptable fly-tipping'



Environmental Quality: low quality environment may encourage less personal responsibility for waste

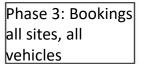
Types of fly tipping

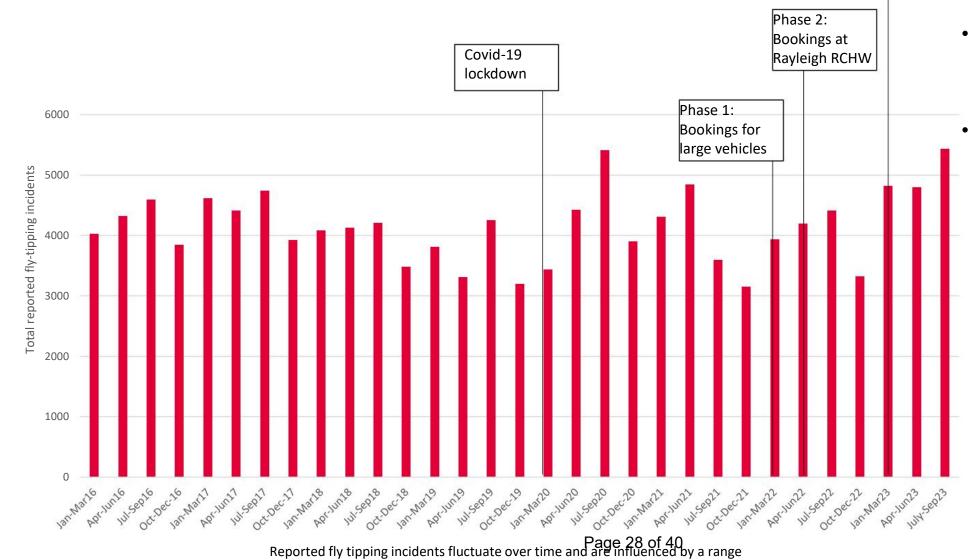






Fly-tipping in Essex





of factors including economic conditions, local services, enforcement practices.

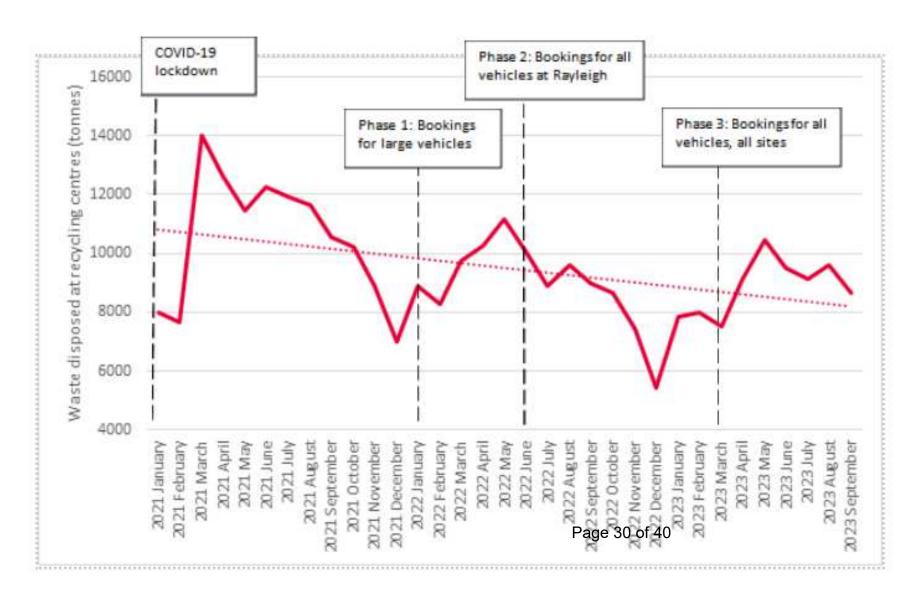
- Perceived increase in fly tipping is noted as a concern in consultation comments
- We are not able to draw direct links between a booking process and the level of fly tipping because:
 - Patterns are not consistent across the county
- Fly tipping was increasing prior to the rollout of the booking process
- There has been a sharp increase over the last quarter, 3-6 months after the booking pilot was expanded

Recycling centre changes and fly-tipping

Fly tipping is a criminal activity – does a booking process justify fly-tipping?

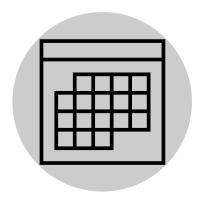
Fly-tipping Reasons	Response
Process to access the service is too complex	 Resident feedback on the recycling centre booking process indicate it is easy to use During the pilot, users without a booking have not been refused access, and have been provided with support and advice so they can book
Busy users cannot access the service at a convenient time because all the slots are booked	 The booking process has not reduced capacity, around 50,000 booking slots are available per week The pilot evaluation shows that there is bookable capacity available across available hours and locations Operating locations and hours have not changed
The cost of disposing of waste is too high	 Recycling centres provide a free of charge disposal point for household waste and a small amounts of DIY waste The booking process has not changed any waste acceptance criteria
The booking system is inflexible and does not allow for spontaneity	 The booking system allows for bookings to be made a little as 15 minutes before arrival The pilot evaluation shows that there is bookable capacity available across locations and opening hours
Increased enforcement at recycling centres means traders/non-Essex residents have no other options	 Recycling centres are licensed for household waste only Trade waste should not be disposed of at the cost of the Essex Taxpayer Advice and guidance is pages for traders on appropriate disposal of trade waste Reciprocal access arrangements with neighbouring Counties have been maintained

Changing patterns in waste



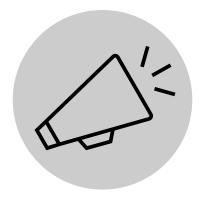
- Waste tonnage trends have been largely unaffected
- Recycling performance of the recycling centres has remained static at c.62% in recent years
 - Overall waste disposed at kerbside has increased slightly, driven by an increase in garden waste
- Only 16% of council treated waste is taken to recycling centres
- User survey responses showed that 8 out of 10 people say the booking process hasn't changed how they dispose of waste
- Some residents told us they are reducing their waste, making fewer individual visits, donating to charity and using their kerbside collections more

Queueing, congestion and operational efficiency



Capacity available every week across the network

Booking process allows proactive planning for regular site servicing and seasonal surges



Booking system allows communications in the event of unplanned service disruption

Booking process has encouraged further engagement with wider recycling and waste communications



User feedback shows 93% of respondents are satisfied or better with ease of access, queueing and traffic control on-site

Site staff report few incidents

Page 31 Applicant queueing since
the introduction of the
booking process



As queueing has reduced, this will have resulted in lower carbon emissions and air pollutants from idling vehicles

Customer satisfaction and accessibility



Blue Badge holders are exempt from booking

Pedestrians and cyclists are not required to book as they do not require parking space on-site

Users booking by telephone have responded to the consultation survey



Around 500 bookings per month are made by telephone via the Contact Centre, Mon-Fri 8:30am to 5pm

Consultation response suggests this service is primarily used by respondents aged 405+. The majority state they prefer to book by telephone



User feedback shows 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

Next steps

Dec / Jan

Complete analysis and develop recommendations

January

High level summary of consultation response published on Citizen Space

February

Cabinet Decision supported with full consultation and evaluation reports

Discussion Points

- 1. Note the findings of the booking process pilot evaluation and emerging results of public consultation.
- 2. Support the cabinet member to develop recommendations for the future of the booking process

Appendix

Consultation approach

- 6-week consultation period
- Mixed media promotional campaign used to maximise consultation response and engagement
- ➤ The primary way to participate was an online survey, however easy read, paper and large print formats were provided, with telephone survey completion available
- Consultation documents hosted in libraries with online survey available on free-to-use, public access computers
- ➤ The survey asked respondents to indicate to what degree they agree or disagree with the proposals
- ➤ The survey included opportunities for respondents to provide comments to share their views
- ➤ Responses analysed by an independent organisation Page 36 of 40



Consultation Communications statistics

Over
18,000
consultation responses

1.7m impressions on Meta traffic ads

7.1m impressions on Google ads

Email sent to over 64,000 users

60,466 clicks on Google ads

109,376 link clicks on Meta traffic ads 42
pieces of media coverage

533,000 potential reach on radio

43,831 engagements on Meta ads

Over 100,000

organic social media impressions 2,934 organic social Page dia 40 engagements

media releases distributed

Engagement with key audiences throughout duration of consultation

Communications timeline

Launch (w/c 9 Oct):

- Banners and leaflets at Recycling Centres
- Promotional materials at all libraries
- Social media
- Google and Meta adverts
- Adverts on buses

- Media coverage
- Radio commercials
- Radio interview with BBC Essex

Prelaunch w/c 9 Oct w/e 19 Nov

Pre-launch (w/c 2 Oct):

- All Member Briefing 3 Oct
- Comms toolkit to Essex Comms Group (ECG)
- Email and comms toolkit sent to Essex
 Association of Local Councils for parish and town councils, & Rural Communities
- Letter to Essex MPs
- Staff briefings

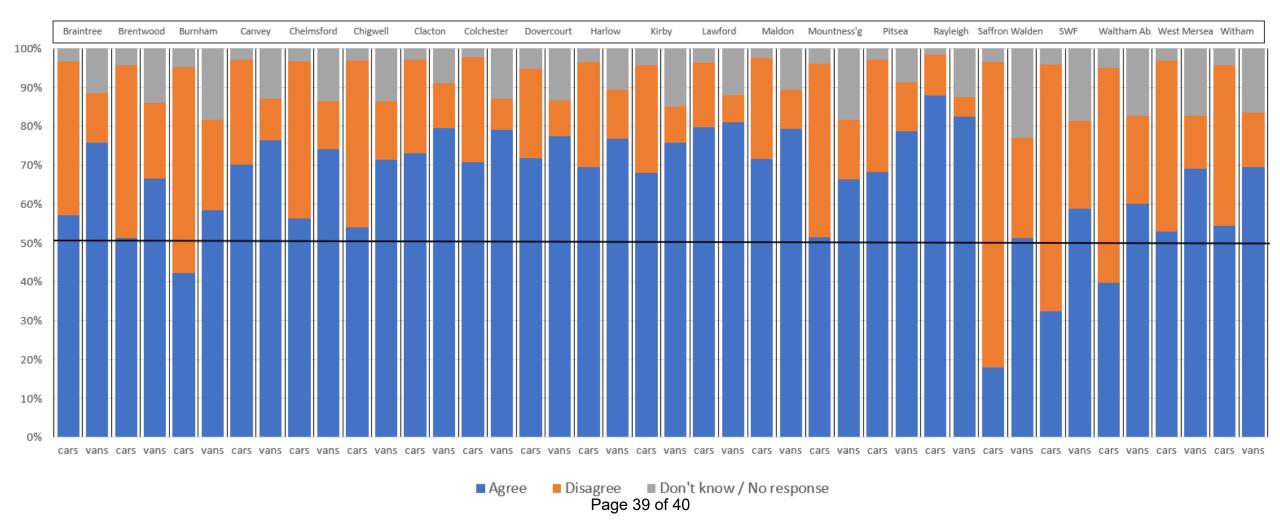
Throughout consultation:

- Press releases
- Articles in Your Essex, Love Essex and Essex Climate Action Commission newsletters
- GovNotify email to 64,000 recycling centre users

Ragel Afforthation on ECC website

Internal communications

Consultation response by Recycling Centre used



Reference Number: PSEG/33/23

Agenda Item 6

Report title: Proposed schedule of meeting dates for 2024 – 2025

Report to: Place Services and Economic Growth Policy and Scrutiny Committee

Report author: Lisa Siggins, Democratic Services Officer

Date: 20 December 2023 For: Consideration

Enquiries to: Lisa Siggins, Democratic Services Officer at

lisa.siggins@essex.gov.uk.

County Divisions affected: Not applicable

1. Introduction

The Committee is requested to consider the list of proposed meeting dates for the 2024-25 municipal year.

2. Action required

The Committee is asked to consider the list of proposed meeting dates for the 2024-25 municipal year.

3. Proposed dates

Thursday 23 May 2024

Thursday 20 June 2024

Thursday 18 July 2024

Thursday 19 September 2024

Thursday 17 October 2024

Thursday 21 November 2024

Wednesday 19 December 2024

Thursday 23 January 2025

Thursday 20 February 2025

Thursday 20 March 2025

Thursday 17 April 2025

Members should hold 10am - 2pm in their calendars for these dates.

4. Next Steps

Once dates are confirmed they will be published on the County Council's website and calendar invites circulated to members of the Committee.