



Recycling Centre Bookings **Booking Pilot: Final Evaluation**

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Executive summary

In January 2023 Essex County Council decided to pilot a recycling centre booking process for all vehicles at all Essex County Council's recycling centres. The pilot started on the 13 March 2023. This is an extension to the successful vehicle booking pilot carried out in 2022.

Benefits of a booking process include:

- reduction in congestion and queueing – users can be confident they have a pre-booked slot and are unlikely to experience delays or congestion. There are also operational benefits related to less queueing and congestion
- safety – site operatives rarely have to manage queueing on local highways or congestion on-site. They have reported a reduction in accidents and near misses
- better customer service – less time managing queues and congestion has enabled site staff to better support users
- reduction in commercial waste – the booking system deters commercial users. This reduces the burden on the Essex taxpayer
- emergency response – if a site closes for a planned or unforeseen reason, we can notify those who have booked a slot. We can then redirect them to another site and close the booking system to avoid wasted journeys
- recycling rates – staff stationed at the gate to check bookings are also able to speak to those arriving and advise where on site to take their waste to be recycled. This helps to maximise recycling

We collected data between 13 March and 30 September 2023 to help us evaluate the pilot.

Our Final Evaluation has found:

Overall user satisfaction with the booking process is high:

- 93% of users who filled in the user survey in June/July 2023 were satisfied or better with the overall customer experience when using the booking system
- of all the comments received in the 2023 user survey, 45% were positive and 30% were negative. Respondents could provide multiple comments which were counted separately

Congestion and queueing have decreased since the booking process was introduced:

- 93% of users who filled out the user survey were satisfied or better with the ease of access/queueing into the sites and with traffic control and flow on site
- results from the user survey also suggest that congestion and queueing has improved during peak times
- site employees have reported that congestion on sites has eased significantly and waiting times to enter sites has reduced

Fly-tipping:

- the data shows fly-tipping fluctuates in Essex and nationally. Reported incidents have increased in some districts but decreased in others
- we have not identified any direct links between the introduction of the booking process and recorded incidents of fly-tipping

Changing patterns in waste:

- since the booking process was introduced, there hasn't been a significant change in the amount of waste taken to recycling centres
- since the booking process was introduced, recycling performance at recycling centres has remained stable
- almost 20% of users who filled out the user survey said they've tried to reduce the amount of waste created or started donating items to charity

Other observations:

- the recycling centre booking pilot has not generated any additional volume of complaints in relation to the recycling centre employees or any other aspects of delivery
- site employees have observed that safety has improved on site, largely due to a reduction in congestion and queueing

1. Introduction

Essex County Council (ECC) is the Waste Disposal Authority. ECC is responsible for disposing of waste collected by the Waste Collection Authorities (WCAs) (the 12 district, borough and city councils) and providing Recycling Centres for Household Waste (“recycling centres”) for residents. ECC operates 21 recycling centres in Essex.

Efficient and effective waste services are critical to increasing recycling and minimising waste. A vehicle booking process smooths service demand across the opening day. This reduces congestion and ensures our service resources are efficiently used. The booking process delivers on ECC’s commitment to help all our communities enjoy a ‘High Quality Environment’. It also delivers ‘Service Excellence’ in line with the Everyone’s Essex plan.

ECC has run the recycling centre booking pilot in phases. This approach has enabled us to apply the learning from each phase before taking any decision on whether to expand the pilot. The recycling centre booking pilot is broken down into the following phases:

- **phase one:** booking process for vans, pick-ups and large trailers at the nine van-friendly recycling centres (January 2022)
- **phase two:** booking process for all vehicles at Rayleigh recycling centre (June 2022)
- **phase three:** booking process for all vehicles at all Essex recycling centres (March 2023)

The booking system allows us to see how many bookings have been made during the pilot. During the latest evaluation period March to September 2023 there were 887,000 car bookings and 87,000 large vehicle bookings. 50% of car bookings and 39% of large vehicle bookings were made on the same day as the recycling centre visit. To view the full vehicle booking data, please see appendix A.

This is the final evaluation report for phase three of the vehicle booking system pilot. Data collection took place between 17 March and 30 September 2023. ECC published a **report evaluating phase one and phase two** of the recycling centre booking process. We also published an **interim evaluation report** for phase three in October 2023.

This report evaluates the operational impacts of the vehicle booking process. It is separate to the analysis of the public consultation, which has been conducted by an independent research company. Further information can be found on the **consultation platform**.

2. Consultation and communications

Public consultation

Consultations are a way for people to tell us their views about a proposed project or change to services. Recycling centres are a valuable part of the recycling and waste services that we provide so it is important to ensure that residents get the opportunity to have their say. This will help us to get things right for the future management of recycling centres in Essex.

A proposal to retain a booking process at all 21 recycling centres was publicly consulted on. The consultation was open for a period of 6 weeks, from Monday 9 October until Sunday 19 November. Residents could take part in the consultation and provide their views on the proposal via the following routes:

- completing the survey online via the [consultation platform](#)
- completing an Easy Read version of the survey online via the [consultation platform](#)
- alternative formats of the survey (such as large print, Braille and alternative languages) could be requested by calling 0345 603 7625
- completing the print-at-home survey, and returning it in a freepost envelope
- phoning the designated consultation contact number (0345 603 7625) to complete the survey over the phone

All feedback gathered during the consultation is analysed independently then considered by Essex County Council. It is used to inform the final decision on whether to retain bookings in the longer term.

You can read more about the consultation and its findings on the [consultation platform](#).

Communications approach

Our **Interim Evaluation Report** provides details on our communications approach and the scale of engagement from the launch of phase three of the pilot. We explained why we were launching a booking system at all sites for all vehicles and how to use it. We also shared customer experiences.

We had a large-scale communications plan in place to promote the consultation. It was important to use various channels and platforms. This enabled us to reach different audiences including:

- residents
- Essex County Councillors
- MPs
- recycling centre employees and wider ECC employees
- parish and town councils
- local press
- ECC and district, city and borough council leaders, senior officers and Councillors
- Essex Comms Group (ECG)
- Essex Waste Partnership communications and contact centre teams

To promote the survey to residents without internet access at home, the proposal documents, supporting evidence and the survey was made available in hard copy at all 74 libraries across Essex. A link to the consultation was installed on all the public access free-to use computers.

More information on how we encouraged communities across Essex to have their say on the booking process is provided in the **Consultation Analysis Report**.

3. User feedback

People who have used the booking process since phase three of the pilot started in March 2023 were invited to complete a survey part-way through the trial. We asked for feedback about the booking process, availability of booking slots, queueing, congestion and overall user experience. The survey was open from 23 June to 20 July 2023. Questions were based on the survey and evaluation of phase one and two of the [recycling centre booking pilot](#) at the end of 2022.

The user survey was promoted through several platforms to ensure we reached as many users as possible. A link to the survey was added to the vehicle booking portal for both cars and vans, and it was also added to the booking confirmation email. Following this, an email invitation was sent on 3 and 14 July to those who had provided consent to be contacted. Finally, a link to the survey was posted on the Essex County Council Facebook page. Overall, this resulted in 6,113 users completing the survey.

Summary of the survey results

High level results from the 2023 user survey are as follows:

- 93% of respondents were satisfied or better with the overall user experience when using the booking system
- 91% of residents were satisfied or better with the ease of making a booking. 90% of those who had used the cancellation feature were also satisfied or better with the process
- satisfaction with availability of booking slots is lower for weekend users - 84% of weekend users were satisfied or better with availability on the day required, compared to 95% of weekday users

Of all the comments received in the 2023 user survey, 45% were positive and 30% were negative. Respondents could provide multiple comments which were counted separately.



Figure 1: User Survey Feedback – sample of free text comments

Between 13 March and 30 September 2023, 143 Google reviews were submitted for recycling centres across Essex. 56 of the reviews reference the booking process. Out of these, 70% were positive about the booking process and 30% were negative. All reviews are shared with employees at recycling centres to improve the customer experience and make changes.

Overall, results from the survey and Google reviews suggests users are satisfied with the ease of the booking process and the availability of booking slots. Feedback has been mostly positive.

For more detail on results from the user survey, please refer to the **Interim Evaluation report**.

4. Impacts on fly-tipping

We wanted to see if the recycling centre booking process has had a direct impact on fly-tipping in Essex. Fly-tipping is where waste is deposited on land which is not licensed to receive it. This illegal activity occurs on both public and private land. As there is no single national reporting requirement for fly-tips it is not possible to provide a complete picture. However, where fly-tips on public land are reported to the local authority they are recorded.

Fly-tipping – What’s happening nationally?

The reasons why individuals choose to fly-tip are complex and varied. Although a lack of reasonable access to waste services are often given as a reason for fly-tipping there are generally other factors at play. In a national study, interviews with fly-tippers have indicated many do so because it is easy and carries a low risk of detection. Individuals also avoid the cost of legitimate waste disposal.

Every year, the Department for Environment, Food and Rural Affairs (DEFRA) releases statistics on **reported fly-tipping incidents in England**. Fly-tipping incidents fluctuate year on year as shown in figure 2. Levels of fly-tipping vary across the country because they are driven by a combination of local and national factors.

Total reported fly-tipping incidents

Year	Total reported incidents	% change from previous year	Year	Total reported incidents	% change from previous year
2015/16	941,896	-	2019/20	979,728	2.4%
2016/17	1,011,199	7.4%	2020/21	1,138,347	16.2%
2017/18	997,612	-1.3%	2021/22	1,091,019	-4.2%
2018/19	957,157	-4.1%	2022/23	1,082,673	-0.8%

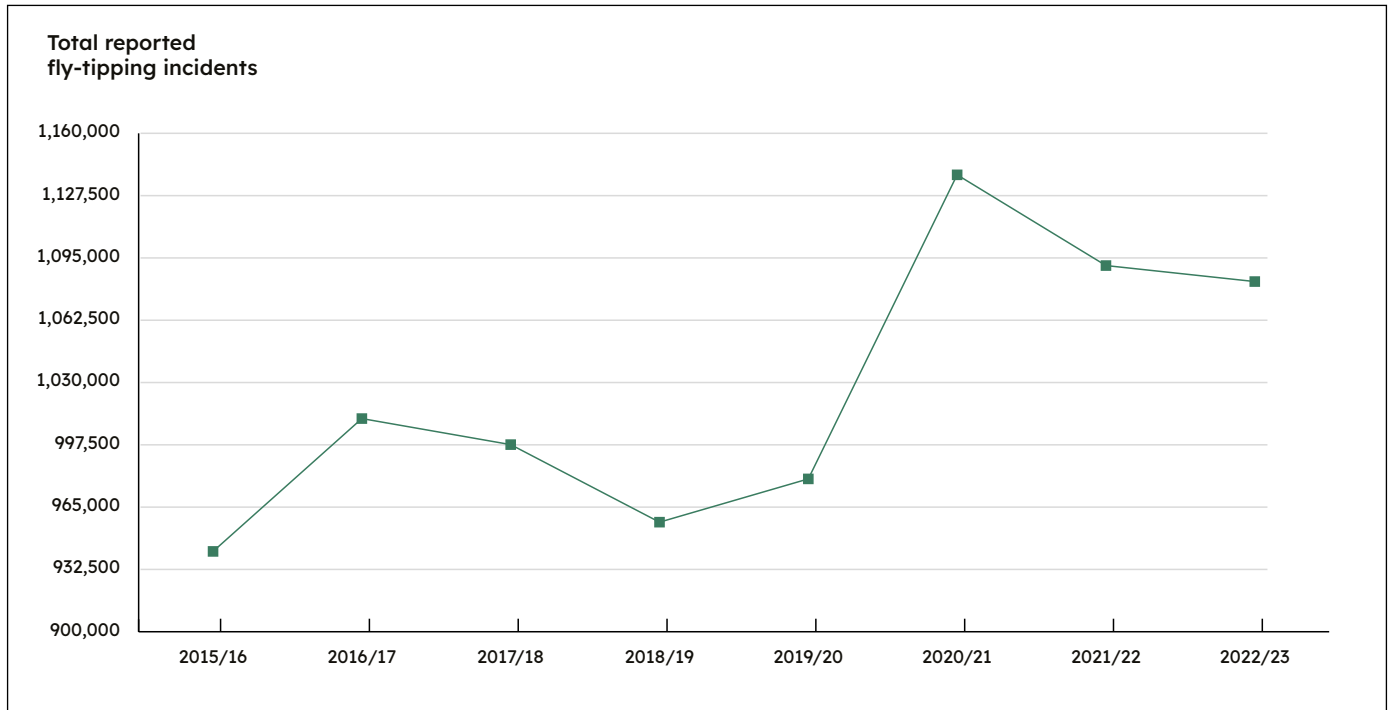


Figure 2: total reported fly-tipping incidents in England.

In January 2023, DEFRA commissioned a study to explore if there were any links between recycling centre booking systems and incidents of fly-tipping. Surveys and interviews were carried out with local authorities and statistical analysis undertaken. The DEFRA study did not identify any link between booking systems and fly-tipping. To view the report, please visit [Vehicle booking process - further information \(loveessex.org\)](https://www.loveessex.org/vehicle-booking-process-further-information).

Fly-tipping – What’s happening in Essex?

Similar to the national picture, the number of fly-tipping incidents has fluctuated across the county each year. The 12 Waste Collection Authorities (WCAs) provided us with quarterly fly-tipping data up to September 2023. This is shown in figure 3.

Total fly-tipping incidents

Quarter	2016	2017	2018	2019	2020	2021	2022	2023
January to March	4032	4614	4083	3811	3433	4316	3939	4805
April to June	4318	4413	4130	3310	4424	4849	4193	4782
July to September	4593	4744	4214	4252	5414	3597	4417	5434
October to December	3843	3921	3481	3203	3898	3151	3343	-

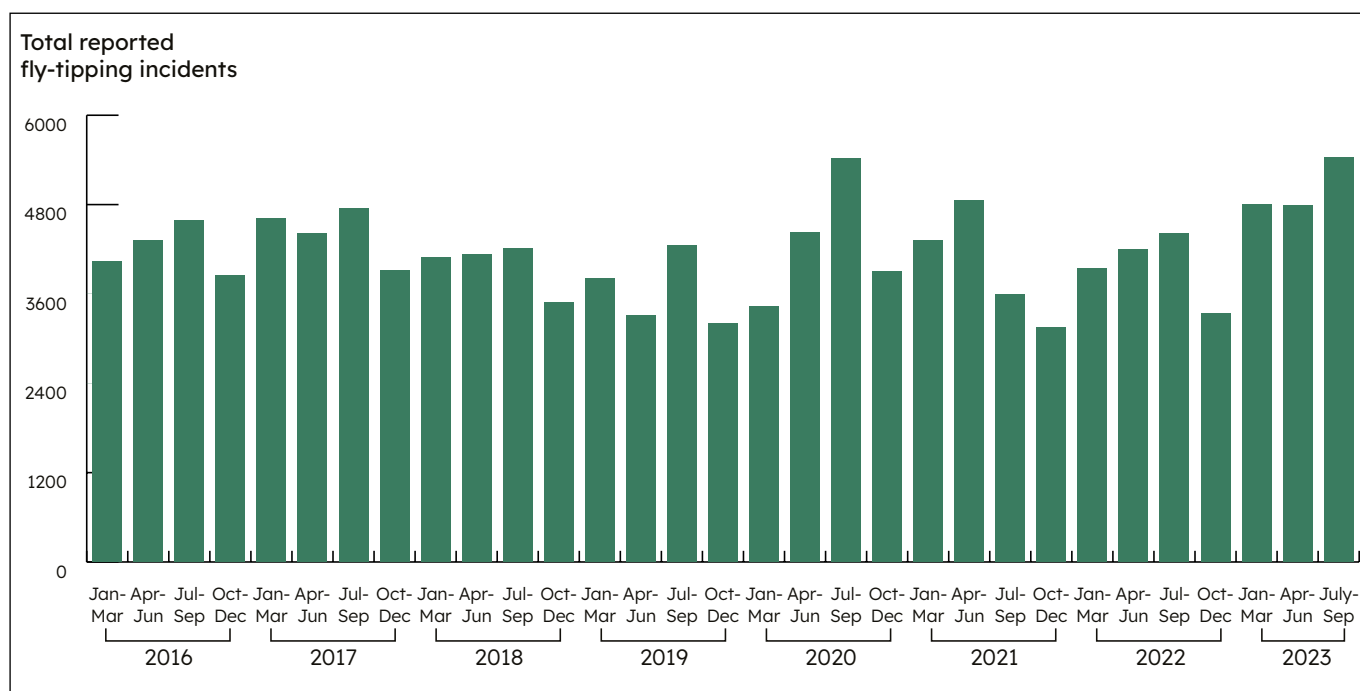


Figure 3 – Total number of reported fly-tipping incidents per quarter.

The different phases of the booking process trial were introduced as follows:

- bookings for large vehicles introduced January 2022
- bookings for all vehicles at Rayleigh introduced June 2022
- bookings for all vehicles, all sites introduced March 2023

Reported fly-tipping incidents increased by just over 1% when comparing the first quarter after the start of the all-vehicle booking system (April to June 2023) with the same period before Essex operated a booking system (April to June 2021). However, when you extend the reporting period to April to September (2021 to 2023), the data shows an average increase in reported incidents of just over 21%.

Although there is a general upwards trend in fly-tipping, incidents have increased in some districts but decreased in others. Large increases in reported fly-tipping incidents are seen in Basildon, Braintree, Brentwood and Uttlesford. Decreases in fly-tipping incidents are seen in Colchester, Maldon and Tendring.

We are not able to identify any direct links between the booking process and fly-tipping because:

- multiple factors impact fly-tipping, many of which are currently present at a local and national level
- despite a universal booking system, fly-tipping patterns are not consistent across the county
- fly-tipping was increasing prior to the rollout of the booking process, a pattern which has continued
- although there has been an increase over the last quarter this occurred 3-6 months after the booking pilot was expanded rather than immediately after its launch indicating other factors are influencing fly-tipping levels

Why do reported fly-tipping incidents fluctuate?

There is not a single reason why fly-tipping reports fluctuate. It is often a combination of personal values which may make people more likely to fly-tip, combined with increased ease to report fly-tips. National research and interviews with fly-tippers have provided insight into motivations, attitudes and behaviours¹:

- **convenience and risk:** it is easier and more convenient to fly-tip, whilst the risk of getting caught is low
- **waste infrastructure:** lower bin capacity, poor accessibility or complex services can encourage fly-tipping
- **awareness:** lack of understanding about what constitutes fly-tipping. Certain behaviours and types of waste are often viewed as ‘acceptable fly-tipping’
- **impact:** services clear fly-tips quickly. This leads to a perception that the impact is low and fly-tipping does no real harm
- **cost:** seeking to save money may drive fly-tipping behaviours or use of illicit waste services
- **environmental quality:** low quality environment may encourage less personal responsibility for waste

What are we doing to reduce fly-tipping in Essex?

Enforcement activity on waste crime is the responsibility the WCAs then bracket (the district, borough and city councils). However, ECC works in partnership with these councils to improve our approach to tackling fly-tipping and identifying those responsible. We also undertake education and awareness programmes.

We encourage all residents in Essex to make the most of local recycling services. These include kerbside recycling and recycling centres. We also encourage the use of bulky waste collection services offered by district, city and borough councils.

The Love Essex ‘**Your rubbish, your responsibility**’ campaign published guidance on how to avoid rogue traders fly-tipping household waste.

In 2021, a litter reduction campaign focused on litter in parks and public spaces. Litter picking kits were given to residents and community groups to facilitate local action. This was a joint campaign with various authorities/partners.

In 2022, local authorities in Essex worked with KFC and McDonalds restaurants to reduce littering on the highways. Drive-through restaurants in Essex displayed banners with the message “It’s a takeaway not a throwaway”. There were also stickers on packaging as well as inside restaurants.

¹ National Fly-Tipping Prevention Group (NFTPG). Fly-tipping: the illegal dumping of waste (House of Commons Library) 2022. Fly-tipping: Drivers, Deterrents and Impacts (Technical Report for DEFRA) 2022. Beyond the Tipping Point: Insights to Tackle Householder Fly-tipping (Keep Britain Tidy) 2022. Understanding and Tackling Fly-tipping in London (Keep Britain Tidy) 2018. Evidence Review of Fly tipping Behaviour (Zero waste Scotland) 2017.

5. Changing patterns in waste

We wanted to see if the recycling centre booking process has had an impact on waste tonnages. This includes waste taken to recycling centres or waste collected by the waste collection authorities (WCAs).

Waste collected at recycling centres

We analysed waste tonnage data for recycling centres from January 2021 to September 2023. Much of the waste taken to recycling centres can't be collected at kerbside. This means there's unlikely to be a direct transference of waste from recycling centres to kerbside collections.

The amount of waste (residual, recycling and composting) taken to recycling centres across the county fluctuates year on year, but tonnages have been declining as shown below in figure 4.

It's important to note that changing seasons, types of waste, kerbside waste collection services and the economy can all have an impact on waste tonnages and recycling performance at the recycling centres. Local and national behaviour change campaigns to reduce waste and encourage re-use and recycling also have an impact.

Waste disposed at recycling centres (tonnes)

Month	2021	2022	2023
January	7981.9	8874.5	7868.5
February	7672.2	8268.4	8010.2
March	14032.2	9729.1	7513.0
April	12621.2	10267.6	9113.9
May	11472.2	11175.0	10459.2
June	12280.2	10051.6	9501.8

Month	2021	2022	2023
July	11910.5	8901.5	9135.0
August	11662.0	9610.1	9605.7
September	10530.4	8997.1	8664.1
October	10211.2	8657.3	-
November	8893.6	7429.6	-
December	6979.7	5424.7	-

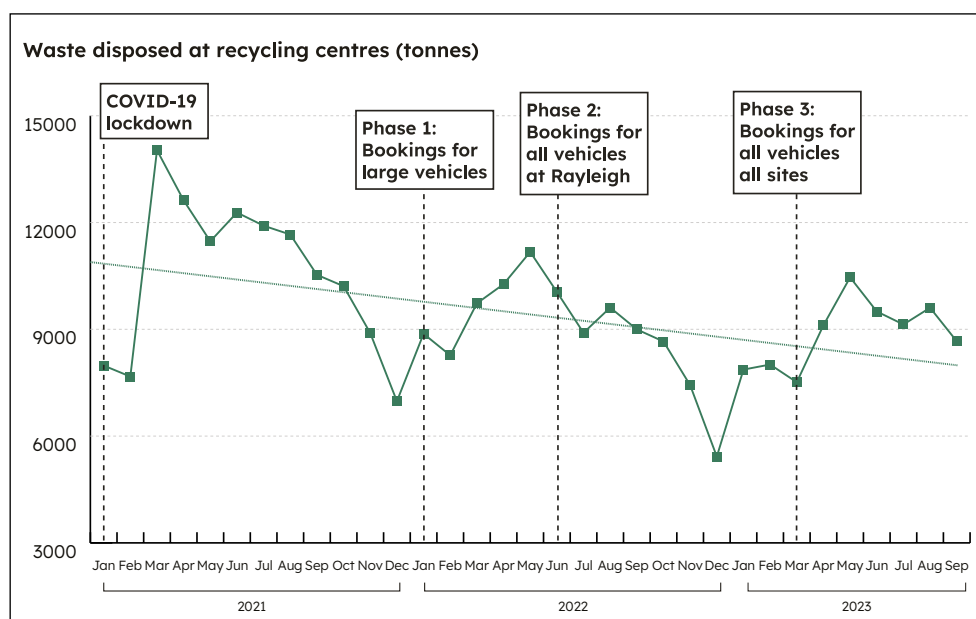


Figure 4 – Waste taken to recycling centres (tonnes) per year, including markers for the 3 phases of the vehicle booking system pilots.

Phase three of the vehicle booking system was introduced in March 2023. When comparing April-September 2021 and April-September 2023, total waste taken to recycling centres decreased by 19.9% (almost 14,000 tonnes). When comparing April-September 2022 and April-September 2023, total waste taken to recycling centres decreased by 4.3% (approximately 2,500 tonnes).

Although the general picture across recycling centres is one of falling tonnages, the same changes are not being seen across all sites. Whilst large tonnage reductions are being noted in over half of the sites, other sites have seen much smaller falls and, in some cases, small increases in tonnage.

We also reviewed recycling performance at the recycling centres from 2018 to 2023, for the months of April to September shown below in figure 5. The months of April to September have been reviewed because this is the period that followed the introduction of the booking process in 2023. The combined recycling and composting performance of the recycling centres have remained static at approximately 62% in recent years. This has fallen from a peak of 66% in 2018/19 and 2019/20.

Recycling performance at recycling centres

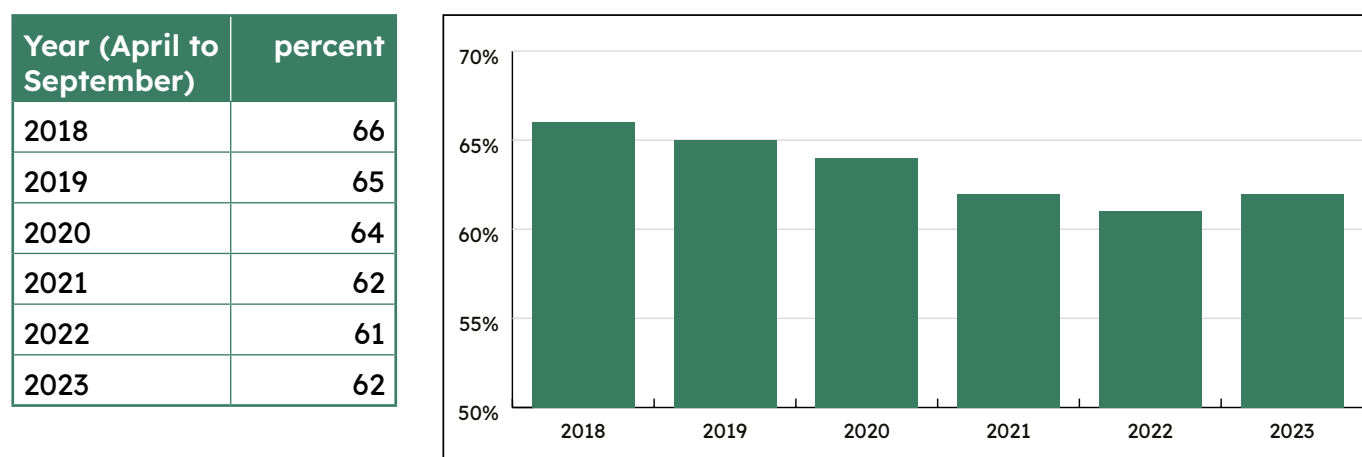


Figure 5 – recycling performance for April to September at recycling centres from 2018 to 2023.

Since the introduction of the booking process, staff are stationed at the gate to check bookings. This means they are available to speak to users 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.

Waste collected at kerbside and street cleansing

The total household waste tonnage recorded for April to September 2023 has increased by 4% (12,000 tonnes) compared to the previous year, as shown below in figure 6. Changes have not been consistent across the three core waste classifications. Landfill tonnages have remained static whilst recycling tonnages have reduced. The overall growth in tonnage is driven by the 16% (14,400 tonnes) increase in waste collected for composting (garden and food waste). This is likely to be due to increased garden and food waste production rather than any transference from the recycling centres, as the composting tonnage at recycling centres over this period has been static.

Total tonnage collected at kerbside

Year (April to September)	Landfill	Recycling	Composting
2018	135372.9	66987.8	82688.6
2019	131340.6	65121.2	83502.1
2020	147695.0	74063.4	89602.0
2021	150114.7	70041.9	98218.3
2022	138786.0	63984.0	76711.1
2023	140398.3	59968.8	91143.4

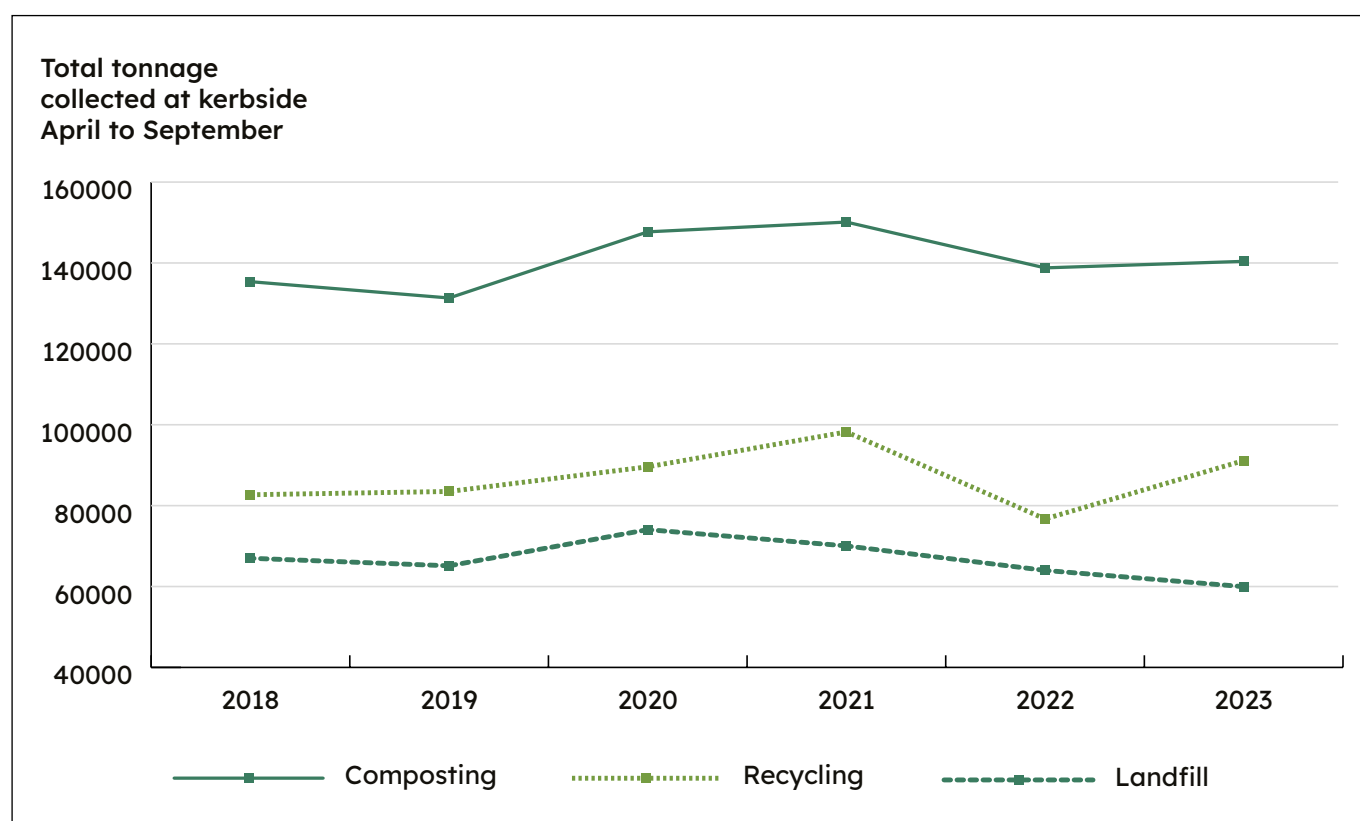


Figure 6 – total tonnage collected at kerbside from 2018 to 2023, April to September. Totals are split into the three core waste classifications which are landfill, recycling and composting.

A question on waste disposal was also included in the user survey. Most respondents (79%) said there was no change to the way they disposed of waste since the introduction of the booking process. However, 9% have said they've tried to reduce the amount of waste created, and 9% said they've started donating items to charity or used Freegle which keeps materials out of the waste stream for longer.

Overall, data suggests the recycling centre booking process has not had an impact on waste tonnages, and there is no indication that bulky waste is being transferred from the recycling centres into the kerbside collections.

6. Impacts on congestion and queueing

Qualitative data was collected from the user survey and from recycling centre employees between 13 March and 31 July 2023. The data suggests the booking process has reduced user waiting times and congestion at recycling centres.

Congestion and queueing

The user survey asked questions around site access, queueing and traffic control. The results were positive – 93% of respondents were satisfied or better with the ease of access, queueing and traffic control at recycling centres overall.

Results from the survey also suggest congestion and queueing has improved during peak times. Weekends are typically busier times to visit recycling centres. However, 92% of weekend site users were satisfied with ease of access, queueing and traffic control at recycling centres.

Results from the survey also indicate congestion and queueing has improved at the large (van-friendly) recycling centres. These sites can experience more congestion as vans and large vehicles take longer to unload. However, 93% of large site users were satisfied with ease of access, queueing and traffic control.

63% of comments on congestion and queueing from the survey were positive.

Comments reference:

- a reduction in congestion on the surrounding streets
- a better flow of traffic through the sites
- less time sat in queues

Site employees have also reported congestion on sites has eased and waiting times to enter sites has reduced. To validate their views, queueing data was collected from all recycling centres over a one-week period in July 2023 and a one-week period in September 2023. Excessive queuing across the network was only observed on 15 separate occasions. Prior to the booking process excessive queuing was observed at many sites on multiple occasions per week.

Overall, results from customer feedback and site employees suggest congestion and queueing have improved on sites since the booking process was introduced.

Safety

Essex County Council has a regulatory requirement to manage traffic flows and numbers of site users. The booking process allows us to manage demand. This has resulted in reduced queuing on site and improved levels of site safety associated with pedestrian and traffic hazard management.

The introduction of a booking system also means we can contact users to warn of incidents which may reduce site safety. This can include poor weather, temporary closures and site-specific service disruption. We can also provide important safety alerts in advance of visits.

In response to the customer survey site users also said they feel safer on site since the introduction of the vehicle booking process, which is likely due to a lower level of congestion on sites.

7. Summary of findings

Overall satisfaction with the booking process is high:

- 93% of users who filled in the user survey were satisfied or better with the overall customer experience when using the booking system
- 45% of comments were positive overall, compared with 30% of comments that were negative

Congestion and queueing have decreased since the booking process was introduced:

- 93% of users who filled out the user survey were satisfied or better with the ease of access/queueing into the sites and with traffic control and flow on site
- results from the users survey also suggest that congestion and queueing has improved during peak times
- site employees have reported that congestion on sites has eased significantly and waiting times to enter sites has reduced

Fly-tipping:

- the data shows fly-tipping fluctuates in Essex and nationally. Reported incidents have increased in some districts but decreased in others
- we have not identified any direct links between the introduction of the booking process and recorded incidents of fly-tipping

Changing patterns in waste:

- since the booking process was introduced, there hasn't been a significant change in the amount of waste taken to recycling centres
- since the booking process was introduced, recycling performance at recycling centres has remained static
- almost 20% of users who filled out the user survey said they've tried to reduce the amount of waste created or started donating items to charity

Other observations:

- the vehicle booking pilot has not generated any additional volume of complaints in relation to the recycling centre employees or any other aspects of delivery
- site employees have observed that safety has improved on site, largely due to a reduction in congestion and queueing

8. Appendix

Appendix A – Booking data summary: all recycling centres

Booking facts and figures (cars)

Booking facts and figures for cars are as follows:

- total number of booking slots available per week for cars during peak season is 47,490. During off peak season the total number of weekly bookings available is 41,366
- we received 886,900 bookings in total for cars from 13 March to 30 September 2023
- from 13 March to 30 September 2023, 50% of bookings for cars have been made on the same day as the booked visit
- Since 13 March, 7% of car bookings have been cancelled in advance

Booking facts and figures (vans)

Booking facts and figures for vans are as follows:

- total number of booking slots available per week for vans/large vehicles during peak season is 4018. During off peak season the total number of weekly bookings available is 3444
- we have received 88,000 bookings in total for vans/large vehicles from 13 March to 30 September 2023
- from 13 March to 30 September 2023, 39% of bookings for vans/large vehicles have been made on the same day as the booked visit
- since 13 March, 9% of van/large vehicle bookings have been cancelled in advance

Booking availability

Booking availability facts are as follows:

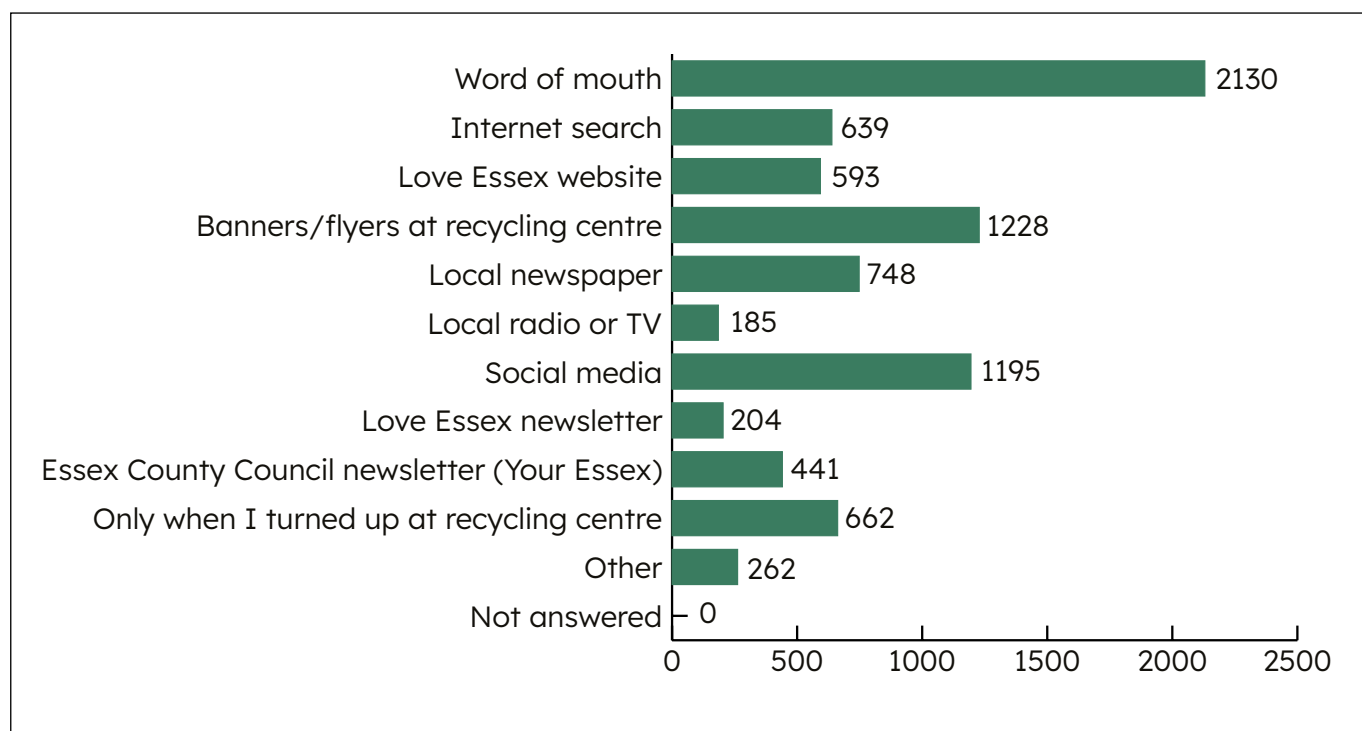
- our booking data has shown that 77% of all available slots at our large recycling centres were booked during the evaluation period (March to September 2023)
- at small recycling centres, 53% of all available slots were booked
- while availability varies between peak and off-peak times, the data shows that overall there has been sufficient capacity available at recycling centres during the booking pilot

Appendix B – User Feedback

People who have used the booking system since the trial period started in March 2023 were asked to complete a survey to understand if the current booking system is meeting their needs. The survey was open from 23 June to 20 July 2023. 6,113 users completed the survey.

1. How did you find out that a trial booking process was being introduced at recycling centres?

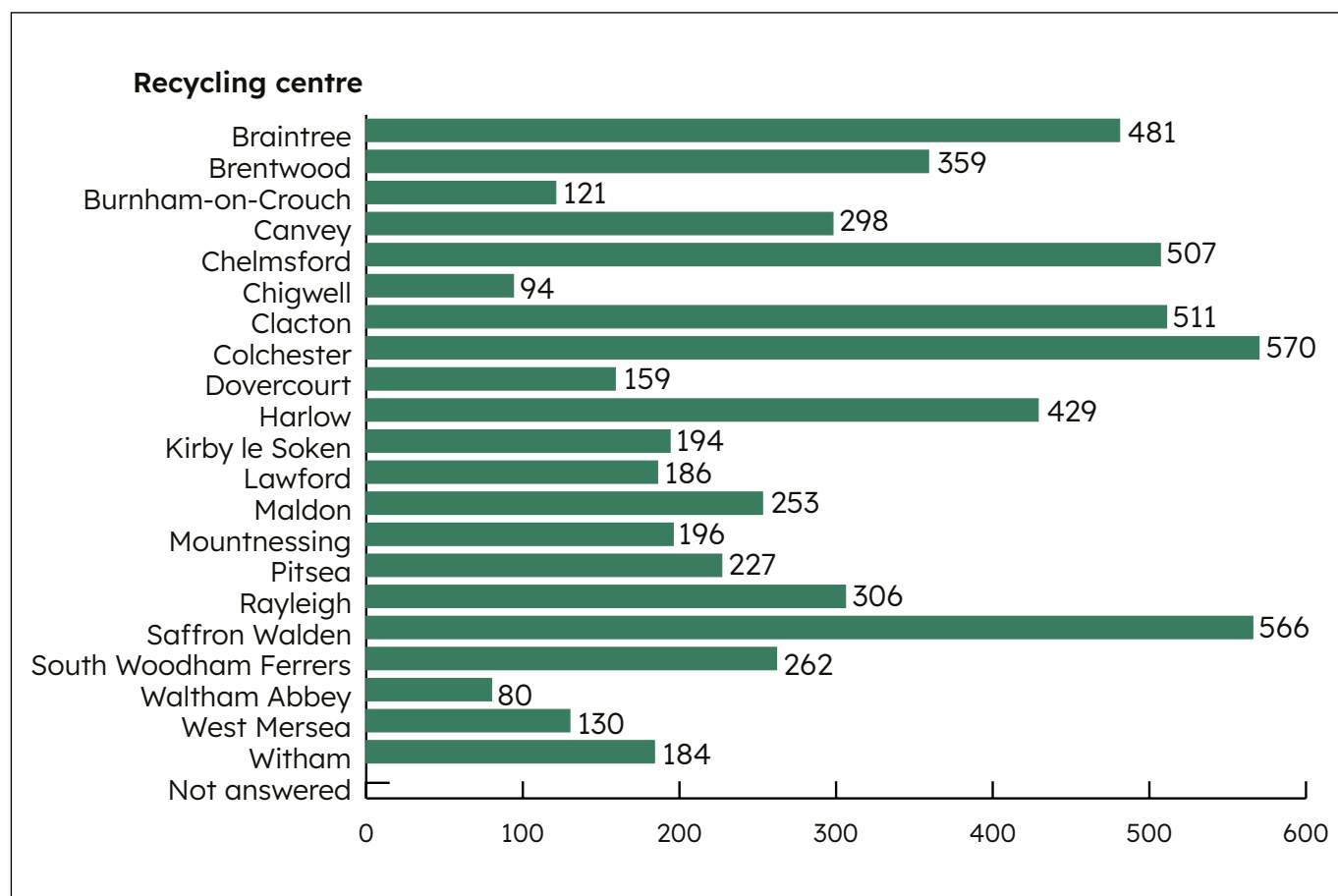
How did you find out about the booking process	Count
Word of mouth	2130
Internet search	639
Love Essex website	593
Banners/flyers at recycling centre	1228
Local newspaper	748
Local radio or TV	185
Social media	1195
Love Essex newsletter	204
Essex County Council newsletter (Your Essex)	441
Only when I turned up at recycling centre	662
Other	262
Not answered	0



2. Which recycling centre do you usually visit?

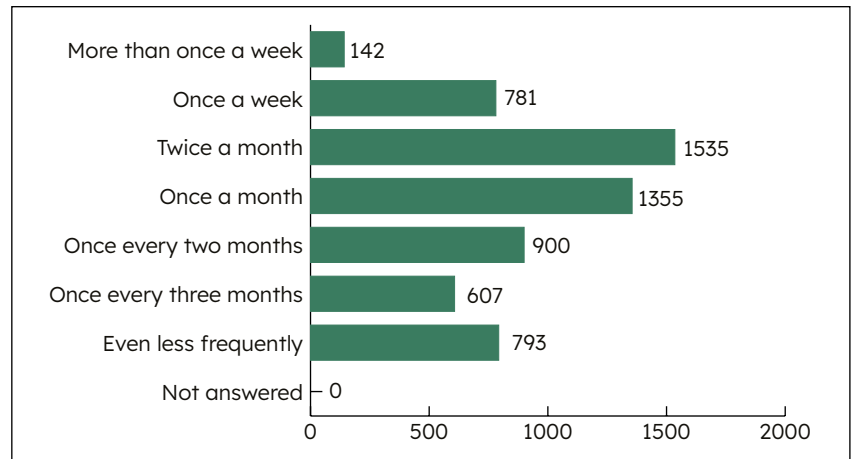
Recycling centre	Count
Braintree	481
Brentwood	359
Burnham-on-Crouch	121
Canvey	298
Chelmsford	507
Chigwell	94
Clacton	511
Colchester	570
Dovercourt	159
Harlow	429
Kirby le Soken	194

Recycling centre	Count
Lawford	186
Maldon	253
Mountnessing	196
Pitsea	227
Rayleigh	306
Saffron Walden	566
South Woodham Ferrers	262
Waltham Abbey	80
West Mersea	130
Witham	184
Not answered	0

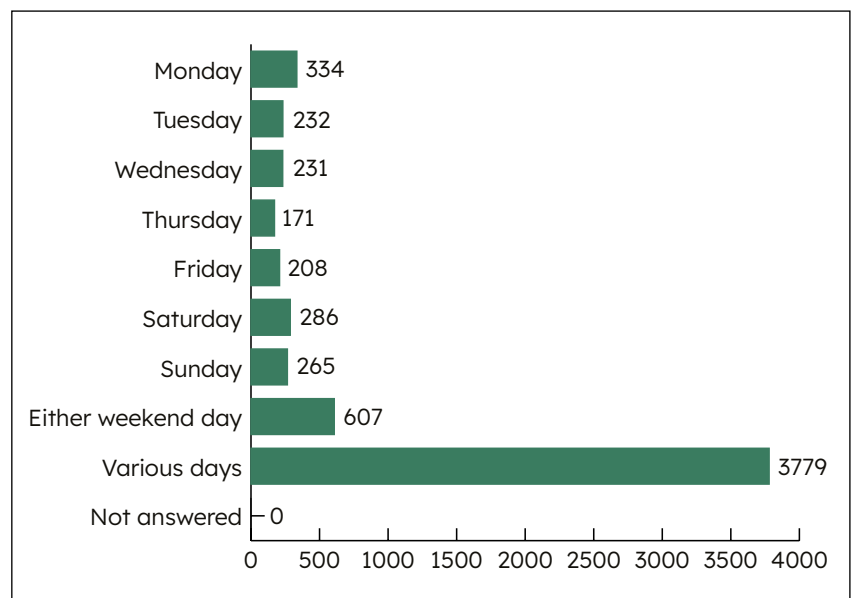


3. How often do you visit an Essex County Council recycling centre?

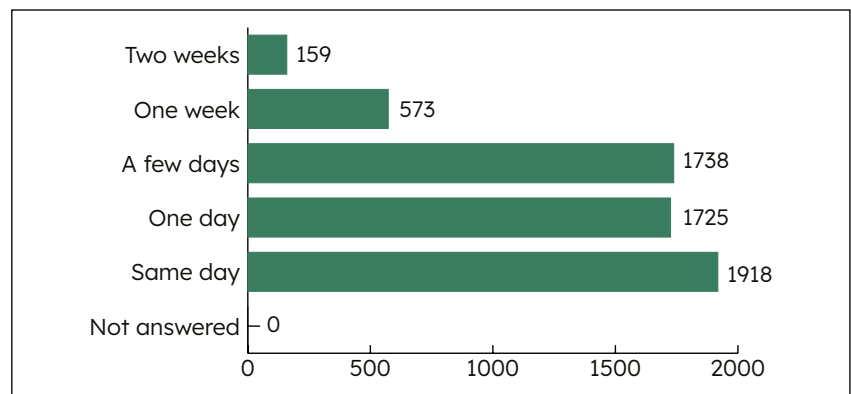
How often do you visit	Count
More than once a week	142
Once a week	781
Twice a month	1535
Once a month	1355
Once every two months	900
Once every three months	607
Even less frequently	793
Not answered	0

**4. Which day do you usually visit?**

Which day do you usually visit	Count
Monday	334
Tuesday	232
Wednesday	231
Thursday	171
Friday	208
Saturday	286
Sunday	265
Either weekend day	607
Various days	3779
Not answered	0

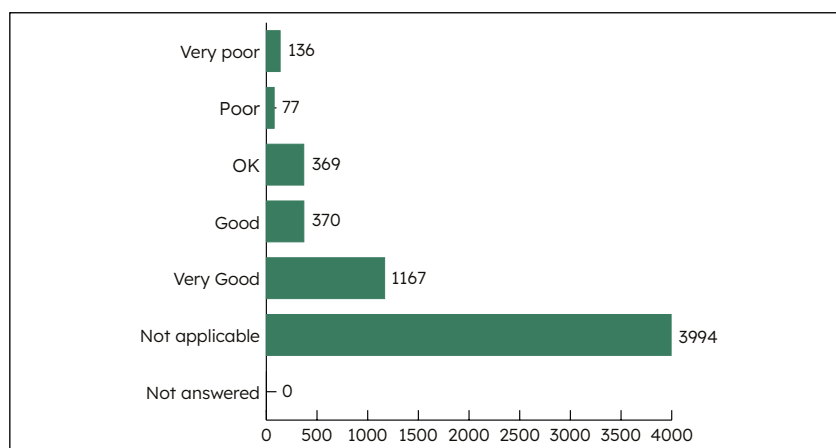
**5. How far in advance of your visit did you make your most recent booking?**

How far in advance do you make your booking	Count
Two weeks	159
One week	573
A few days	1738
One day	1725
Same day	1918
Not answered	0



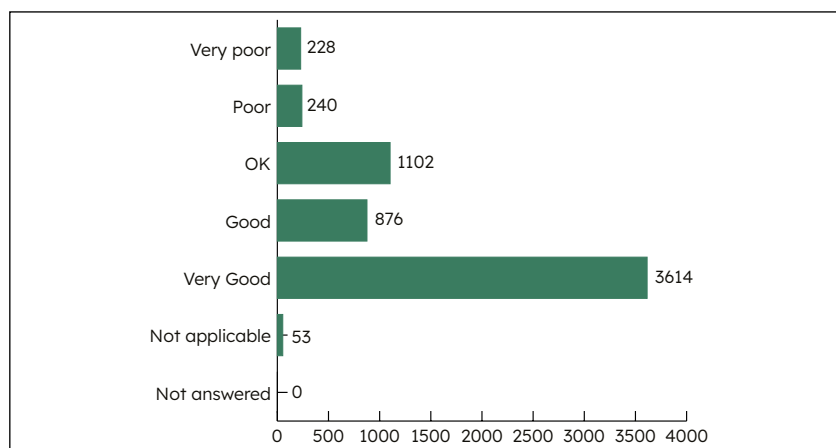
6. Since the booking process was introduced, how satisfied are you with the ease of cancelling a booking?

Satisfaction - Ease of cancelling a booking	Count
Very poor	136
Poor	77
OK	369
Good	370
Very Good	1167
Not applicable	3994
Not answered	0



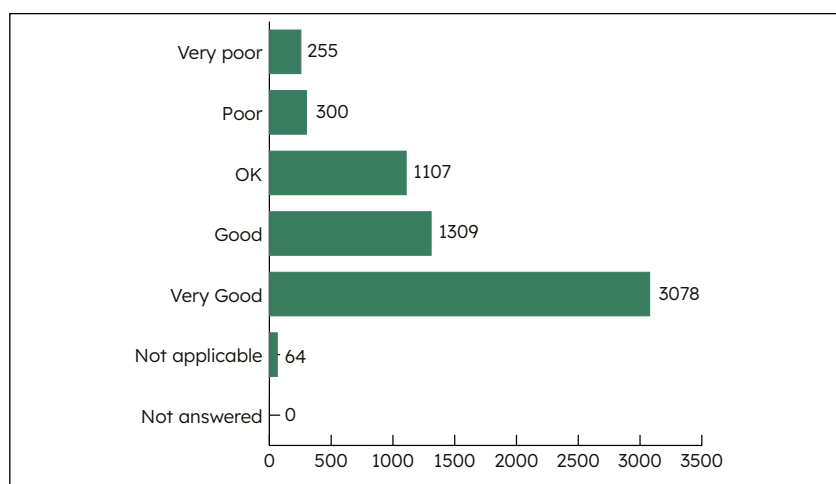
7. Since the booking process was introduced, how satisfied are you with the ease of making a booking?

Satisfaction - Ease of making a booking	Count
Very poor	228
Poor	240
OK	1102
Good	876
Very Good	3614
Not applicable	53
Not answered	0



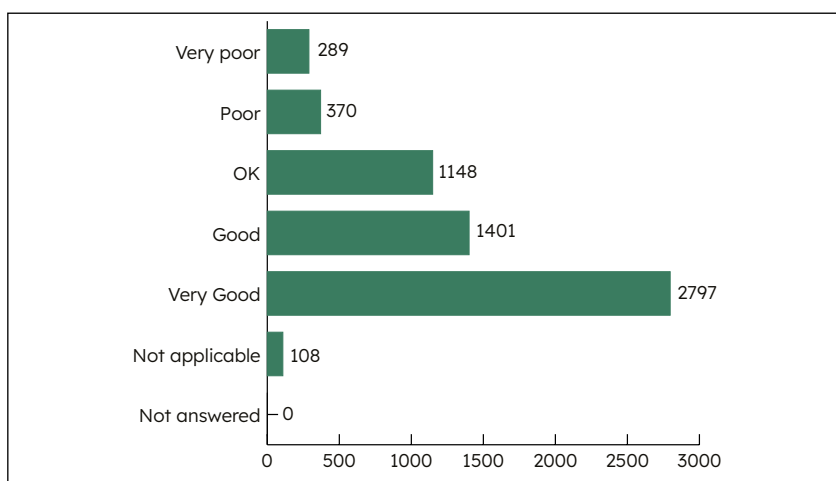
8. Since the booking process was introduced, how satisfied are you with the availability of slots on the day required?

Satisfaction - availability of slots on the day required	Count
Very poor	255
Poor	300
OK	1107
Good	1309
Very Good	3078
Not applicable	64
Not answered	0



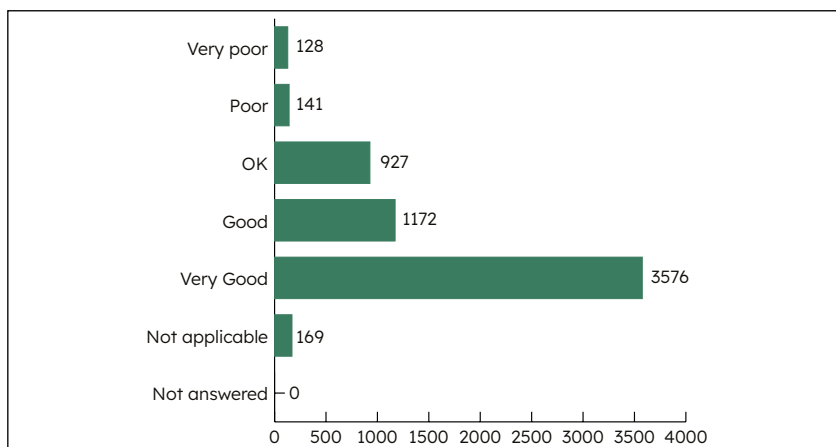
9. Since the booking process was introduced, how satisfied are you with the availability of slots at the time required?

Satisfaction - availability of slots at time required	Count
Very poor	289
Poor	370
OK	1148
Good	1401
Very Good	2797
Not applicable	108
Not answered	0



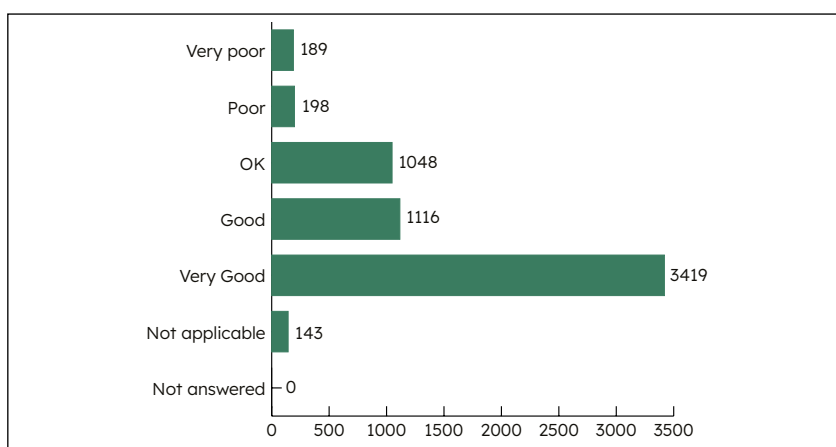
10. Since the booking process was introduced, how satisfied are you with the ease of access/ queuing into the site?

Satisfaction – ease of access/queueing	Count
Very poor	128
Poor	141
OK	927
Good	1172
Very Good	3576
Not applicable	169
Not answered	0



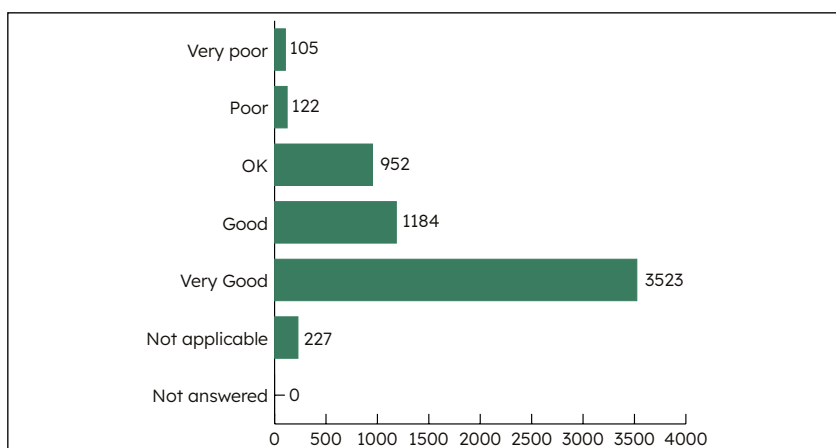
11. Since the booking process was introduced, how satisfied are you with the ease of your booking being checked on site?

Satisfaction – booking being checked on site	Count
Very poor	189
Poor	198
OK	1048
Good	1116
Very Good	3419
Not applicable	143
Not answered	0



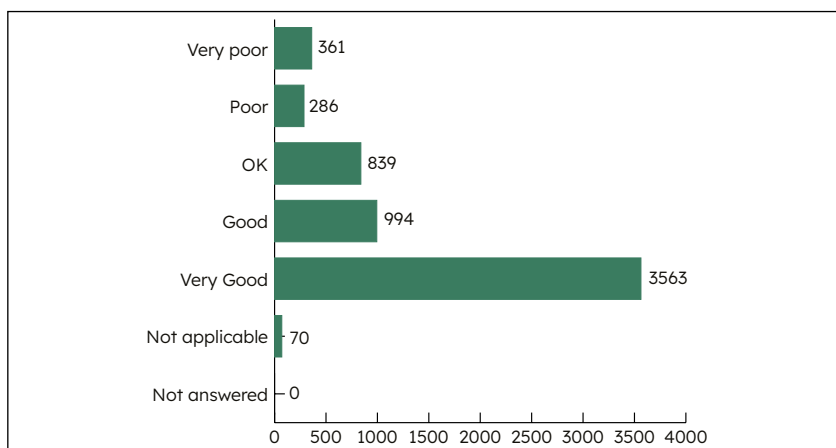
12. Since the booking process was introduced, how satisfied are you with the traffic control and flow on the site?

Satisfaction – traffic control and flow	Count
Very poor	105
Poor	122
OK	952
Good	1184
Very Good	3523
Not applicable	227
Not answered	0



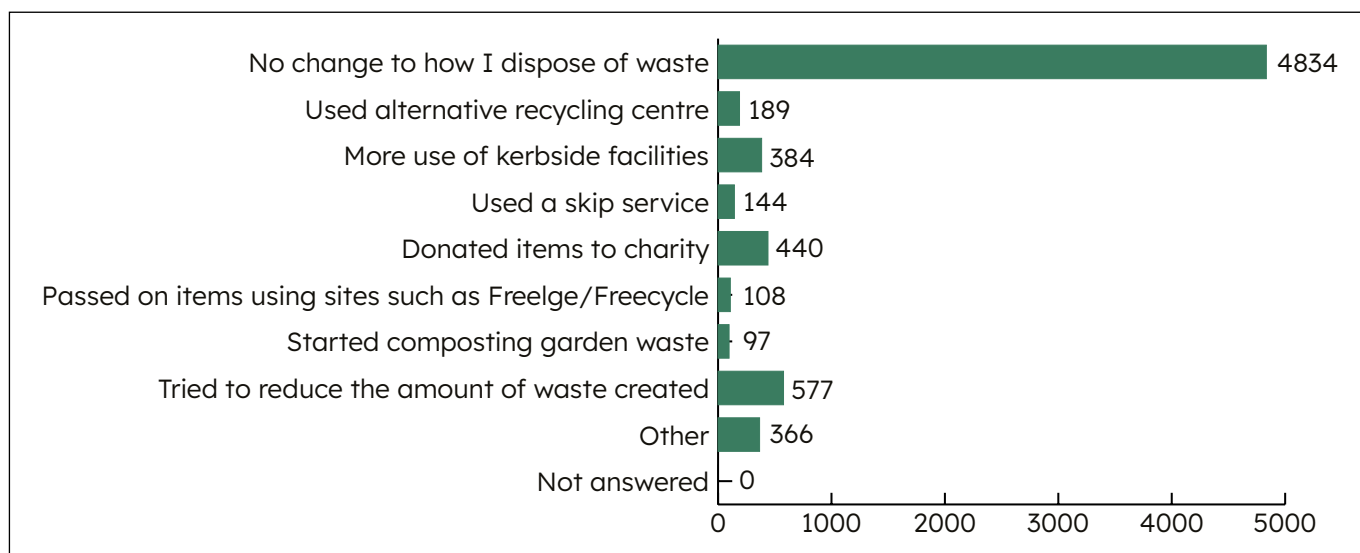
13. Since the booking process was introduced, how satisfied are you with the overall customer experience?

Overall customer satisfaction	Count
Very poor	361
Poor	286
OK	839
Good	994
Very Good	3563
Not applicable	70
Not answered	0



14. Since the booking process was introduced, have you changed how you dispose of your waste?

Changes in waste disposal	Count
No change to how I dispose of waste	4834
Used alternative recycling centre	189
More use of kerbside facilities	384
Used a skip service	144
Donated items to charity	440
Passed on items using sites such as Freecycle/Freecycle	108
Started composting garden waste	97
Tried to reduce the amount of waste created	577
Other	366
Not answered	0



Themes arising in free text comments:

Question: Please provide any other feedback on the booking process

Theme	Total feedback comments	Percentage of feedback comments
Availability of slots	209	5.10%
Bookings website experience	290	7.08%
Cancellations	43	1.05%
Fly-tipping	463	11.31%
Inconvenient / need to plan	782	19.10%
Internet access	204	4.98%
Not bookings related	284	6.94%
Overall negative (bookings)	1262	30.82%
Overall positive (bookings)	1843	45.01%
Peak time bookings only	131	3.20%
Queuing / traffic	1033	25.23%
Quieter on site	231	5.64%
RC employees	881	21.51%
Scrap it / unnecessary	947	23.13%
Slot length	83	2.03%
Some sites booking only	146	3.57%
Suggested improvement	462	11.28%

Note: Some of the responses to the final question included more than one comment and each comment was counted separately. Not all respondents answered this question. In total there were 4,195 free text comments.

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