

West Sussex HWRS Surveys - Book to Recycle trial

Viridor

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Commercial confidentiality

We regard the ideas we are submitting to be commercially confidential, and we ask you to respect this and not to share this document with any individuals or agencies who would have an interest in tendering for any of these work packages or to use the information and ideas in the drawing up of tender specifications.

Executive Summary

Viridor commissioned Resource Futures to carry out surveys at all ten of its HWRSs. As part of the Book to Recycle trial, six sites currently have a booking system, and a further four operate without.

The objective of the Book to Recycle trial is to provide fair access to as many residents as possible in any given week, in a way that is safe for staff and users and avoids disruption to local roads.

The aim of this survey work was to gain feedback from site users on the Book to Recycle trial for HWRS in West Sussex ahead of a review of the booking system.

Overall, 911 surveys were achieved, 609 from sites with a booking system and 302 from sites without a booking system. The surveys were completed across ten sites over seven days (including three weekend days) in July 2021.

The main results were as follows:

- Overall, 75% of booking site users found the experience excellent
- 87% of booking site users found the system easy to use
- On average 78% of booking site users found that booking slots were available at convenient times for them
- Overall, 79% of booking site users thought the booking system should be made permanent
- 81% of booking site users felt that the new system had improved queuing time
- Overall, 77% of respondents visiting a site operating without a booking system did not want to trial a booking system
- On average 61% of non-booking site users felt the booking system would not improve the queuing times

Overall, users of sites currently operating a booking system were happy with this system and were in favour of this system. Improvements to the current booking system were suggested by site users; the most important of which being the provision of on the day booking being added (61%) with flexibility outlined as a key priority.

The majority of users of sites currently operating without a booking system were not in favour of trialling a booking system and did not feel the implementation of the current booking system would improve the queuing times.

Overall, 95% of HWRS visitors were using their closest recycling site. The vast majority of respondents from both booking and non-booking sites rated the staff helpfulness and signage as excellent or good. With 98% of all respondents rating their overall experience of using the site as excellent or good.

The most common suggestions for improvement included opening sites for 7 days per week, or for more days per week with some residents mentioned consecutive closure days being inconvenient.

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1 Introduction

Viridor commissioned Resource Futures to carry out surveys at all ten of its HWRSs, including six sites which implemented a trial booking system in March 2021, and four that operate a non-booking system.

The Book to Recycle trial was designed to see the impact that a booking system has on reducing congestion by spreading the usage of the sites throughout the day and week. Sites taking part in the trial were chosen due to historical peak time congestion problems as well as the increased levels of use experienced over the Christmas and late February 2021 periods. The trial is scheduled to last for six months and will be reviewed in autumn 2021.

The objective of the Book to Recycle trial is to provide fair access to as many residents as possible in any given week, in a way that is safe for staff and users and avoids disruption to local roads.

The aim of this work was to gain feedback from site users on the Book to Recycle trial for HWRS in West Sussex.

2 Methodology

The Resource Futures surveyor carried out the surveys with site users visiting each HWRS within West Sussex.

The survey was based on the 2015/18 surveys previously carried out by Resource Futures, with the addition of questions seeking to gather site user opinion of the Book to Recycle trial. The survey was agreed by Viridor, West Sussex County Council and Resource Futures, and is shown in Appendices A and B.

The schedule of the work is shown in Appendix C. The schedule was designed to include a range of survey days during the week and weekend to gather a breadth of opinions and understand any differences in opinion between weekday and weekend HWRS users.

The surveyor spent at least 4 hours at each site, arriving at 9am for morning surveys and 2pm for afternoon surveys. A full day (8h) was spent at Horsham, Crawley, and Worthing sites.

Data was recorded via a custom-built app using a tablet then extracted to MS Excel for analysis.

Not all site users provided answers to every question within the survey. Key questions in relation to the Book to Recycle trial were prioritised by the surveyor when the respondent was limited or unwilling to engage for a long period of time. The surveyor did not attempt to continue with the survey if a site user did not wish to engage.

3 Booking Sites Results

3.1 Number of surveys achieved

The number of surveys achieved at each site and overall is shown in the Table 1 below. The number of surveys achieved at each site was dependant on the number of site users visiting during the survey window. A higher number of surveys were completed at the three sites (Crawley, Horsham, and Worthing) on which a full day of surveying was spent.

Table 1: Surveys achieved (Book to Recycle trial sites)

Sites included in the Book to Recycle trial	Time on site	Number of surveys
Bognor Regis	1 x 4 hours	51
Crawley	2 x 4 hours	162
Horsham	2 x 4 hours	106
Littlehampton	1 x 4 hours	49
Shoreham	1 x 4 hours	52
Worthing	2 x 4 hours	189
Total	36 hours	609

3.2 Q1: Experience of using the HWRS booking system

Site users were asked to rate the overall experience of using the Book to Recycle trial system for the site they were visiting. The collated responses and results per site are shown in Table 2 below.

Overall, 587 responses to this question were achieved across all sites, with 75% of site users surveyed finding the experience of using the booking system either excellent or good. A further 14% found the experience adequate and 10% found the experience poor.

Table 2: Experience of using booking system

HWRS	Bognor Regis	Crawley	Horsham	Littlehampton	Shoreham	Worthing	Overall
Excellent	38%	45%	47%	57%	33%	65%	51%
Good	18%	34%	28%	18%	21%	18%	24%
Adequate	24%	13%	15%	10%	19%	13%	14%
Poor	20%	7%	10%	14%	27%	4%	10%
Don't know	0%	1%	1%	0%	0%	0%	1%
Total (%)	100%	100%	100%	100%	100%	100%	100%
Number of responses	50	156	101	49	52	179	587

Site users at Bognor Regis and Shoreham had the least positive responses, with 56% and 54% respectively finding the booking system either excellent or good.

Figure 1 below shows the overall percentage breakdown of responses from users of all six sites visited that currently operate a booking system.

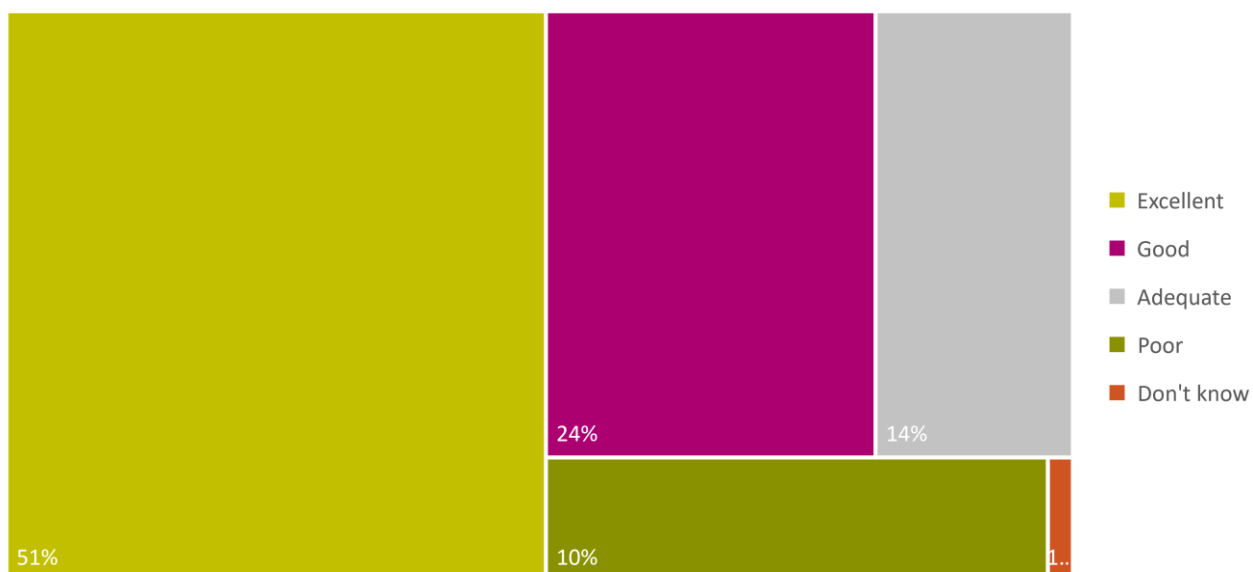


Figure 1 Experience of using Booking system

3.3 Q2: Booking system ease of use

Site users were asked if they found the booking system easy to use. The collated responses for each site are shown in Table 3 below. This question was answered by 559 residents across the six sites and seven days of surveying. The majority (81%) of the site users found the booking system easy to use.

Table 3: Booking system ease of use

HWRS	Bognor Regis	Crawley	Horsham	Littlehampton	Shoreham	Worthing	Overall
Yes	67%	86%	83%	76%	64%	87%	81%
No	33%	14%	17%	24%	36%	13%	19%
Total (%)	100%	100%	100%	100%	100%	100%	100%
Number of responses	49	140	94	49	50	177	559

The site users surveyed at Bognor Regis and Shoreham were the least likely to find the booking system easy to use, while site users surveyed at Worthing and Crawley were most likely to find the system easy to use.

Figure 2 below shows the overall percentage breakdown of responses from users of all six sites visited that currently operate a booking system.



Figure 2: Booking system ease of use

3.4 Q3: Availability of booking slots

Site users were asked how strongly they agree with the statement *'There are always booking slots available when I want them.'* The collated responses and results per site are shown in Table 4 below. On average, 78% of site users responded strongly agree to agree to this statement.

Table 4: Availability of booking slots

HWRS	Bognor Regis	Crawley	Horsham	Littlehampton	Shoreham	Worthing	Overall
Strongly Agree	41%	36%	53%	52%	30%	62%	48%
Agree	25%	37%	35%	23%	30%	26%	30%
Disagree	32%	24%	9%	23%	40%	10%	19%
Strongly Disagree	2%	2%	3%	2%	0%	3%	2%
Total (%)	100%	100%	100%	100%	100%	100%	100%
Number of responses	44	135	95	48	47	156	525

Shoreham site users were the least happy with availability of booking slots with 40% disagreeing with the statement. Worthing site users were the happiest with availability of booking lots with 88% responding positively (strongly agree or agree).

Figure 3 below shows the overall breakdown of responses from all six sites visited that currently operate a booking system.



Figure 3 Availability of booking slots

3.5 Q4: Booking system as a permanent arrangement

Site users were asked if they would like the booking system to become a permanent arrangement at the site they were visiting. The collated responses and results per site are shown in Table 5 below. Of the 556 responses to this question across the six sites currently using a booking system 79% of users would like to see the booking system made permanent.

Table 5: Booking system as a permanent arrangement

HWRS	Bognor Regis	Crawley	Horsham	Littlehampton	Shoreham	Worthing	Overall
Yes	60%	82%	79%	77%	60%	88%	79%
No	40%	18%	21%	23%	40%	12%	21%
Total (%)	100%	100%	100%	100%	100%	100%	100%
Number of Responses	47	148	91	48	48	174	556

Site users at Bognor and Shoreham had the highest negative response rate, with 40% of the respondents from each site not wishing for the booking system to be made permanent. Users of the Worthing site are the most in favour of the booking system's continued use with 88% responding yes.

Many respondents went on to talk about improvements that could be made to the booking system, these are summarised and discussed in 3.12.

Figure 4 below shows the overall percentage breakdown of responses from all six sites visited that currently operate a booking system.



Figure 4 Booking system as a permanent arrangement

3.6 Q5: Improvement to queuing time

Queuing time is often a key concern for HWRS staff and residents, causing significant disruption to surrounding roads. This was seen to increase throughout the pandemic due to sites being closed and increased demand from the public.

Therefore, site users were asked how strongly they agree with the statement '*The queuing time has improved since the introduction of the booking system.*' The collated responses and the results per site are shown in the Table 6 below. Across all six booking sites visited, over 99% of the 524 respondents either strongly agreed or agreed, meaning they thought the queuing time had improved since the introduction of the booking system.

Table 6: Improvement to queuing time

HWRS	Bognor Regis	Crawley	Horsham	Littlehampton	Shoreham	Worthing	Overall
Strongly Agree	71%	83%	78%	70%	69%	89%	81%
Agree	29%	17%	22%	30%	31%	9%	19%
Disagree	0%	0%	0%	0%	0%	1%	0%
Strongly Disagree	0%	0%	0%	0%	0%	1%	0%
Total (%)	100%	100%	100%	100%	100%	100%	100%
Number of Responses	42	138	93	46	45	160	524

Users at all six sites agreed that the booking system has improved queuing time, only 2% of users from Worthing either disagreed or strongly disagreed with this statement.

Figure 5 below shows the overall percentage breakdown of responses from all six sites visited that currently operate a booking system.



Figure 5 Improvement to queuing time

3.7 Q6: HWRS Opening times

Site users were asked how strongly they agree with the statement 'The HWRS is open at times that allow me to use it.' The collated responses and results per site are shown in the Table 7 below. The majority of users (98%) were happy with the opening hours of the site they were visiting, either strongly agreeing or agreeing with this statement.

Table 7: Opening times

HWRS	Bognor Regis	Crawley	Horsham	Littlehampton	Shoreham	Worthing	Overall
Strongly Agree	100%	84%	76%	100%	64%	73%	77%
Agree	0%	16%	21%	0%	27%	27%	21%
Disagree	0%	0%	3%	0%	9%	0%	2%
Strongly disagree	0%	0%	0%	0%	0%	0%	0%
Total (%)	100%	100%	100%	100%	100%	100%	100%
Number of Responses	1	25	33	2	11	15	87

Fewer responses were gathered for this question. Key questions in relation to the Book to Recycle trial were prioritised by the surveyor when the respondent was limited or unwilling to engage for a long period of time. The surveyor did not attempt to continue with the survey if a site user did not wish to engage.

Very few respondents felt that the opening hours of the HWRS limited their use, with just 2% overall disagreeing with this statement. Users of the Shoreham site were most dissatisfied with the HWRS opening hours with 9% responding disagree.

Figure 6 below shows the overall percentage breakdown of responses from all six sites visited that currently operate a booking system.



Figure 6 HWRS opening times

3.8 Q7: Staff helpfulness and politeness

Site users were asked to rate the staff at the site they were using on their helpfulness and politeness. The responses are shown in the Table 8 below.

Table 8: Staff helpfulness and politeness

HWRS	Bognor Regis	Crawley	Horsham	Littlehampton	Shoreham	Worthing	Overall
Excellent	50%	86%	91%	100%	64%	100%	88%
Good	0%	14%	9%	0%	36%	0%	11%
Adequate	0%	0%	0%	0%	0%	0%	0%
Poor	50%	0%	0%	0%	0%	0%	1%
Don't know	0%	0%	0%	0%	0%	0%	0%
Total (%)	100%	100%	100%	100%	100%	100%	100%
Number of Responses	2	36	34	5	11	23	111

Across all six booking sites surveyed the majority of users rated the staff's helpfulness and politeness excellent (88%), a further 11% rated the staff good.

Figure 7 below shows the overall percentage breakdown of responses from all six sites visited that currently operate a booking system.



Figure 7 Staff helpfulness and politeness

3.9 Q8: Overall experience of using the site

Site users were asked to rate their overall experience of using the site they were visiting. Five options for response were provided (see Appendix B). The collated responses and results per site are shown in Table 9 below.

Table 9: Overall experience

HWRS	Bognor Regis	Crawley	Horsham	Littlehampton	Shoreham	Worthing	Overall
Excellent	100%	87%	68%	40%	80%	81%	77%
Good	0%	13%	29%	40%	20%	19%	21%
Adequate	0%	0%	3%	20%	0%	0%	2%
Poor	0%	0%	0%	0%	0%	0%	0%
Don't know	0%	0%	0%	0%	0%	0%	0%
Total (%)	100%	100%	100%	100%	100%	100%	100%
Number of Responses	1	31	31	5	10	21	99

The majority of users (71%) rated their overall experience of using the HWRS as excellent with a further 21% rating their experience as good. Users of Crawley were the most satisfied with 87% rating their site experience excellent. 3% of users from Horsham found their experience adequate. It should be noted that none of the 99 respondents rated their overall experience negatively (poor).

Figure 8 below shows the overall percentage breakdown of responses from all six sites visited that currently operate a booking system.



Figure 8 Overall experience

3.10 Q9: Clarity of signage

Site users were asked to rate the clarity of the signage on the site they were visiting. Overall, 82% of site users rate the signage as excellent, with a further 13 % rating the signage as good.

The responses are shown in Table 10 below.

Table 10: Clarity of signage on site

HWRS	Bognor Regis	Crawley	Horsham	Littlehampton	Shoreham	Worthing	Overall
Excellent	100%	71%	81%	100%	100%	88%	82%
Good	0%	29%	13%	0%	0%	0%	13%
Adequate	0%	0%	0%	0%	0%	13%	3%
Poor	0%	0%	6%	0%	0%	0%	3%
Don't know	0%	0%	0%	0%	0%	0%	0%
Total (%)	100%	100%	100%	100%	100%	100%	100%
Number of Responses	1	21	32	2	7	16	79

Recycling site users across all six sites surveyed consistently rated the clarity of the signage highly. Only users from Horsham and Worthing rated the signage on site less than good with 6% of Horsham site users rating poor and 13% of Worthing users rating adequate.

Figure 9 below shows the overall percentage breakdown of responses from all six sites visited that currently operate a booking system.



Figure 9 Clarity of signage

3.11 Q10: Closest Recycling site

Site users were asked if they were currently using the recycling site closest to their residence. Overall, of the 562 respondents 98% were using the recycling site closest to their home. The responses are shown in Table 11 below.

Table 11: Closest recycling site

HWRS	Bognor Regis	Crawley	Horsham	Littlehampton	Shoreham	Worthing	Overall
Yes	98%	98%	99%	100%	98%	99%	98%
No	2%	2%	1%	0%	2%	1%	2%
Total (%)	100%	100%	100%	100%	100%	100%	100%
Number of Responses	50	143	89	49	50	181	562

For all six sites surveyed the majority of users were visiting their closest recycling site. The highest proportion was found for users at Littlehampton (100%) whilst Bognor Regis, Crawley and Shoreham had the lowest proportion of users visiting their closest recycling site (98%).

Figure 10 below shows the overall percentage breakdown of responses from all six sites visited that currently operate a booking system.



Figure 10 Closest recycling site

3.12 Q11: Further suggestions for improvement

Site users were asked if they had any suggestions for the operation of the site they were visiting. This was asked as an open question and responses categorised accordingly. If the response did not fit within a defined category, it was listed individually. A summary of these unique responses can be found in Appendix D. The collated responses per site are shown in Table 12 below.

Table 12: Further suggestions for improvement

HWRS	Bognor Regis	Crawley	Horsham	Littlehampton	Shoreham	Worthing	Overall
A day for business waste and recyclables to be brought to the HWRS	0%	0%	1%	0%	0%	0%	0%
A place to bring re-usable items such as furniture	2%	0%	0%	3%	0%	0%	1%
Happy with either booking or non-booking	10%	24%	7%	9%	0%	8%	9%
Longer opening hours	5%	0%	0%	11%	0%	0%	3%
No trip limit	19%	33%	35%	17%	19%	20%	26%
On the day booking/booking system flexibility	64%	43%	57%	60%	81%	64%	61%
Open 7 days a week	0%	0%	0%	0%	0%	8%	1%
Total (%)	100%	100%	100%	100%	100%	100%	100%
Number of Responses	59	75	88	35	21	25	249

The most significant proportion of site users suggested that the booking system allowed for on the day bookings, and increased flexibility (61%). The need for flexibility and spontaneity was often raised by site

users. Further suggestions for how to improve the booking system including the ability to change existing bookings, an improved phone booking system, a more user-friendly website and a traffic light system showing busy booking slots were also discussed by respondents and are outlined in Appendix D. Another significant proportion of recycling site users (26%) would prefer there to be no trip limit.

Figure 11 below shows the overall percentage breakdown of responses from all six sites visited that currently operate a booking system.

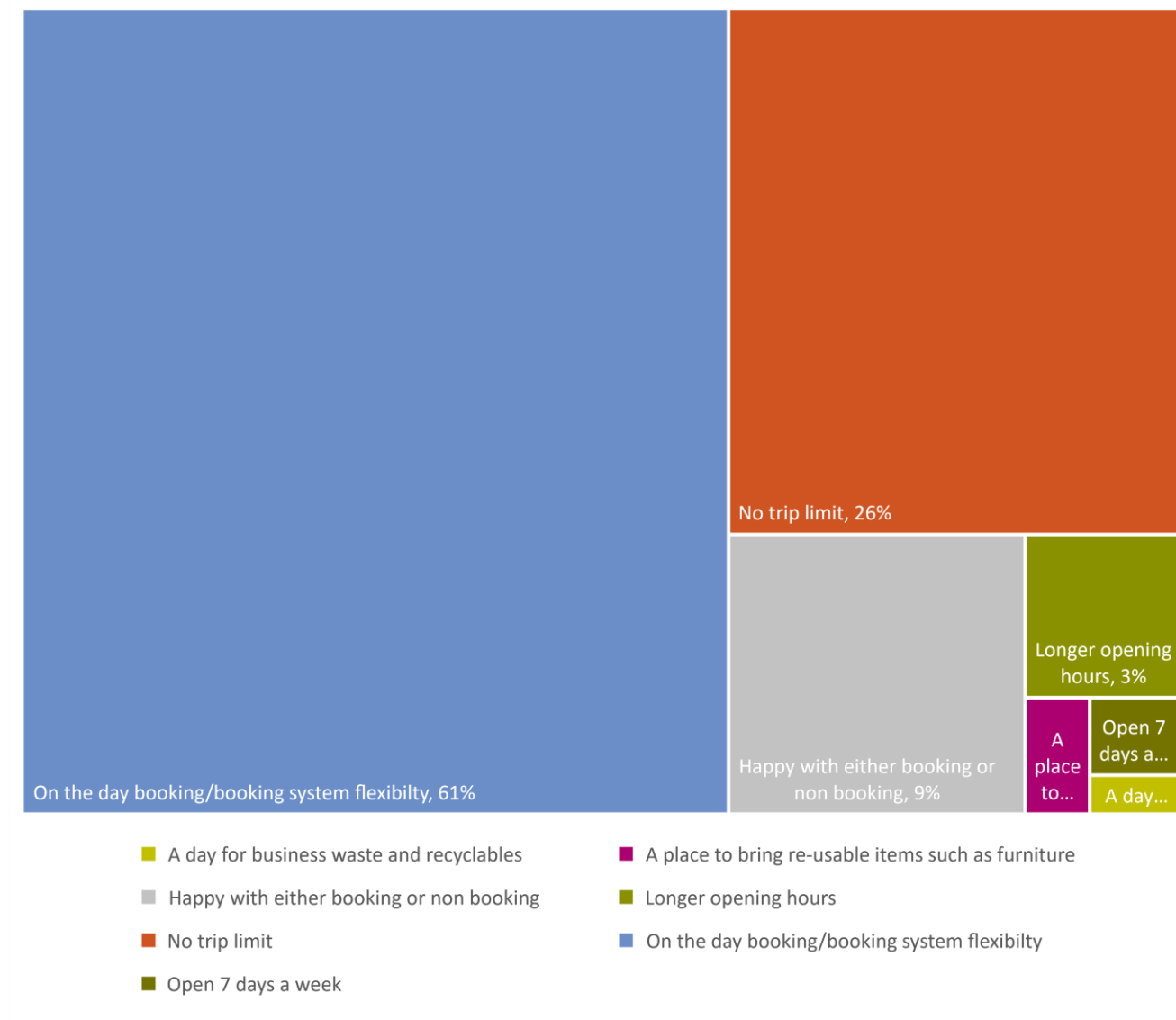


Figure 11 Further suggestions for improvement

4 Non booking Sites Results

4.1 Number of surveys achieved

The number of surveys achieved at each site and overall is shown in the table below.

Table 13: Surveys achieved

Sites not included in the Book to Recycle trial	Time on site	Number of surveys
Billinghurst	1 x 4 hours	74
Burgess Hill	1 x 4 hours	59
East Grinstead	1 x 4 hours	100
Westhampnett	1 x 4 hours	69
Total	16 hours	302

4.2 Q1: Booking system trial

At the non-booking sites, the surveyor provided the respondents with a summary of the current booking system so that they could make an informed response to this question. The system was described as follows:

There are a limited number of appointments available on a first come first served basis.

Appointments are made available at least 14 days in advance, you cannot book a same day appointment.

Appointments for the HWRS you wish to visit can be booked online. You will need the registration number of the vehicle which will be visiting. And you will be emailed a booking confirmation.

Once booked you can cancel or reschedule an appointment. You can arrive at any time within your 15- or 30-minute slot.

Site users were then asked how strongly they agreed with the statement 'I would like to try a booking system for this site.' The collated responses and the results per site are shown in the Table 14 below. Overall, 77% do not wish to try the current booking system, either disagreeing or strongly disagreeing with the statement.

Table 14: Booking system trial

HWRS	Billinghurst	Burgess Hill	East Grinstead	Westhampnett	Overall
Strongly Agree	7%	5%	4%	0%	4%
Agree	11%	35%	9%	29%	19%
Disagree	33%	31%	51%	27%	37%
Strongly Disagree	49%	29%	36%	44%	40%
Total (%)	100%	100%	100%	100%	100%
Number of Responses	73	55	95	62	285

Users at all four sites surveyed responded negatively to the idea of trialling the booking system. Burgess Hill had the highest proportion of site users open to trying the booking system at 40% (35% Agree, 5% strongly agree).

Figure 12 below shows the overall percentage breakdown of responses from all four sites visited that currently operate without a booking system.

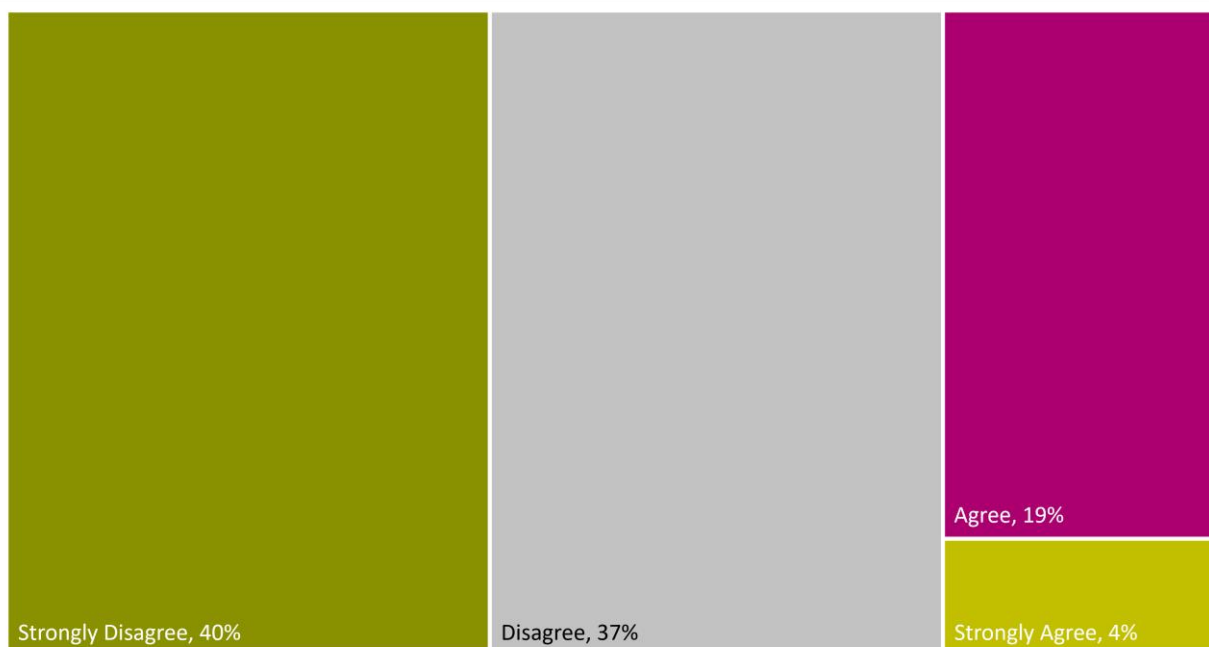


Figure 12 Booking system trial

4.3 Q2: Improvement to queuing time

Once having been given a brief description of the current booking system site users were asked how strongly they agreed with the following statement '*The queuing time would be improved by the introduction of a booking system*'. The collated responses and the results per site are shown in the Table 15 below. Overall, 62% of the 213 respondents either strongly disagreed or disagreed that the queuing time would be improved with the introduction of the booking system.

Table 15: Improvement to queuing times

HWRS	Billinghurst	Burgess Hill	East Grinstead	Westhampnett	Overall
Strongly Agree	6%	21%	9%	14%	11%
Agree	20%	36%	25%	32%	27%
Disagree	54%	38%	61%	36%	50%
Strongly Disagree	21%	6%	4%	18%	12%
Total (%)	100%	100%	100%	100%	100%
Number of Responses	71	53	67	22	213

Users at all four sites did not perceive that the introduction of a booking system would improve queuing time. Site users at Burgess Hill held the opposite opinion however, with 57% believing that a booking system would improve queuing time.

Anecdotally respondents stated that the site they used rarely had an issue with queuing so booking was not needed, though they could see the need for booking systems at busier sites.

Figure 13 below shows the overall percentage breakdown of responses from all four sites visited that currently operate without a booking system.

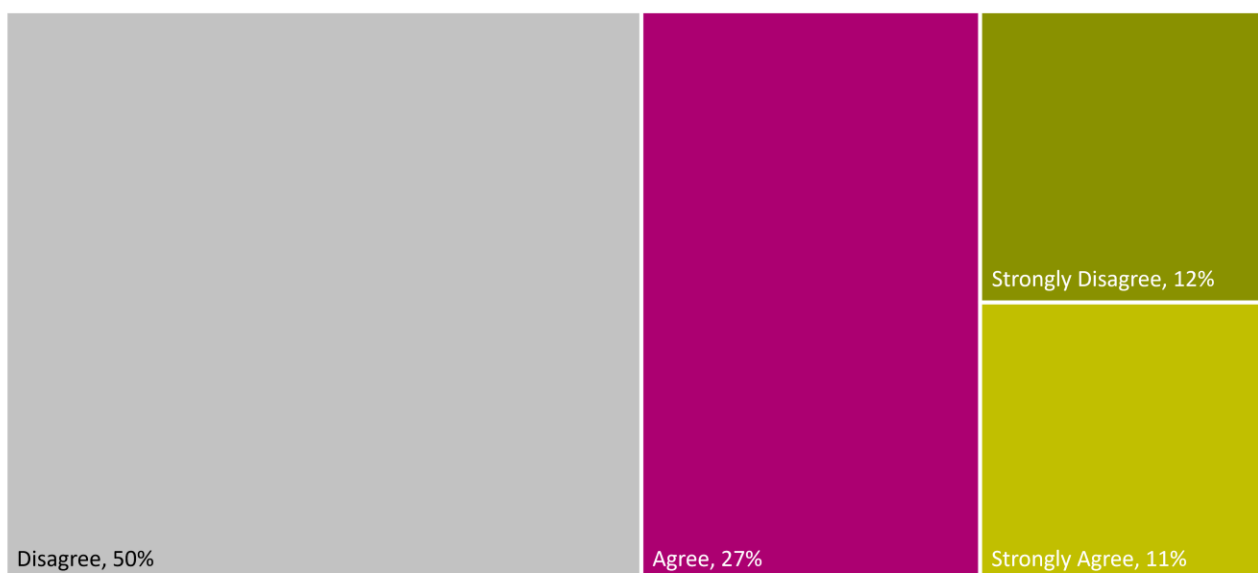


Figure 13 Improvement to queuing times

4.4 Q3: HWRS Opening times

Site users were asked how strongly they agree with the statement *'The HWRS is open at times that allow me to use it.'* The collated responses and results per site are shown in the Table 16 below. The majority of users (93%) were happy with the opening hours of the site they were visiting either strongly agreeing or agreeing with this statement.

Table 16: HWRS opening times

HWRS	Billinghurst	Burgess Hill	East Grinstead	Westhampnett	Overall
Strongly Agree	41%	71%	78%	44%	63%
Agree	48%	29%	13%	44%	30%
Disagree	10%	0%	7%	11%	7%
Strongly Disagree	1%	0%	1%	0%	1%
Total (%)	100%	100%	100%	100%	100%
Number of Responses	71	52	82	9	214

Very few respondents felt that the opening hours of the HWRS limited their use, with just 8% overall strongly disagreeing or disagreeing with this statement. Users of the Billingham and Westhampnett site were most dissatisfied with the HWRS opening hours with 11% at each site responding disagree.

Figure 14 below shows the overall percentage breakdown of responses from all four sites visited that currently operate without a booking system.

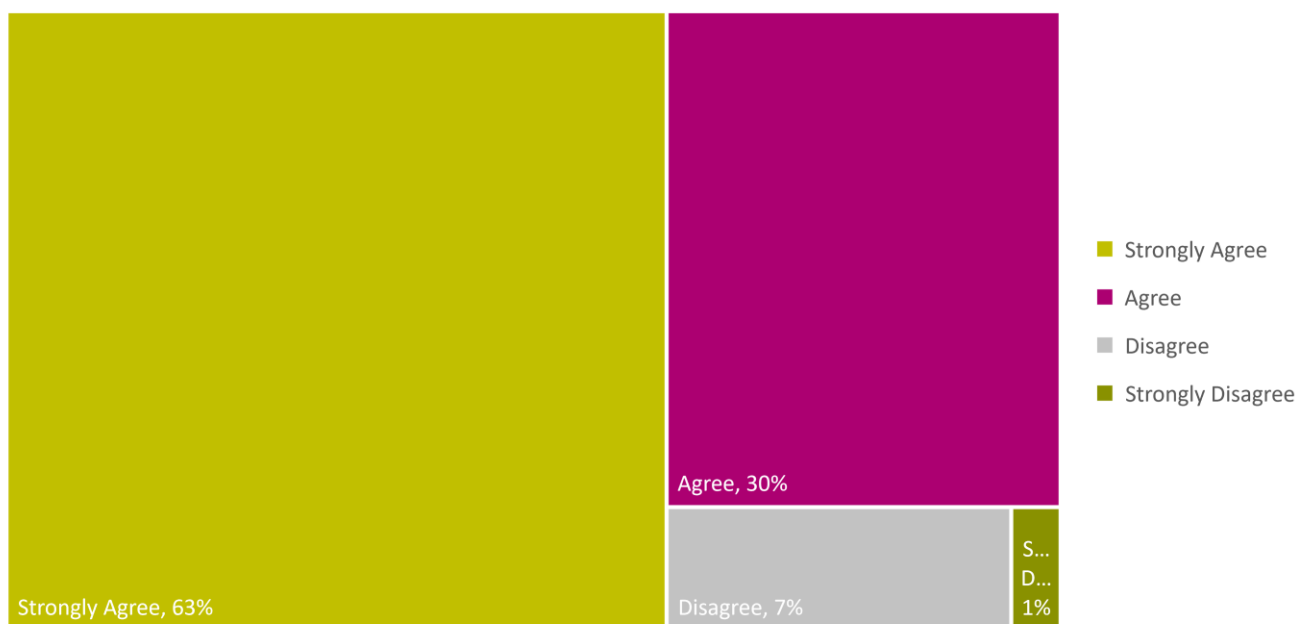


Figure 14 HWRS Opening times

4.5 Q4: Staff helpfulness and politeness

Site users were asked to rate the staff at the site they were using on their helpfulness and politeness. The responses are shown in the Table 17 below.

Table 17: Staff helpfulness

HWRS	Billingham	Burgess Hill	East Grinstead	Westhampnett	Overall
Excellent	72%	90%	98%	67%	86%
Good	19%	10%	2%	33%	11%
Adequate	4%	0%	0%	0%	1%
Poor	3%	0%	0%	0%	1%
Don't know	1%	0%	0%	0%	0%
Total (%)	100%	100%	100%	100%	100%
Number of Responses	72	51	83	9	215

Across all four non booking sites surveyed the majority of users rated the staff's helpfulness and politeness excellent (86%), with a further 11% rating the staff good.

Figure 15 below shows the overall percentage breakdown of responses from all four sites visited that currently operate without a booking system.



Figure 15 Staff helpfulness

4.6 Q5: Overall experience of using the site

Site users were asked to rate their overall experience of using the site they were visiting. Five options for response were provided (see Appendix B). The collated responses and results per site are shown in Table 18 below.

Table 18: Overall experience

HWRS	Billinghurst	Burgess Hill	East Grinstead	Westhampnett	Overall
Excellent	66%	86%	96%	36%	80%
Good	32%	14%	2%	64%	19%
Adequate	0%	0%	1%	0%	0%
Poor	0%	0%	0%	0%	0%
Don't know	1%	0%	0%	0%	0%
Total (%)	100%	100%	100%	100%	100%
Number of Responses	72	51	83	9	215

The majority of users (80%) rated their over experience of using the HWRS as excellent with a further 19% rating their experience as good. Users of East Grinstead were the most satisfied with 96% rating their site experience excellent whilst only 36% of Westhampnett users rated their overall site experience as excellent. It should be noted that none of the 215 respondents rated their overall experience negatively

(poor). 1% of users from Billinghamurst responded 'don't know' and 1% of users from East Grinstead found their experience adequate.

Figure 16 below shows the overall percentage breakdown of responses from all four sites visited that currently operate without a booking system.



Figure 16 Overall experience

4.7 Q6: Clarity of signage

Site users were asked to rate the clarity of the signage on the site they were visiting. Overall, from the 214 responses 78% of site users rate the signage as excellent, with a further 21 % rating the signage as good.

The responses are shown in Table 19 below.

Table 19: Clarity of signage

HWRS	Billinghamurst	Burgess Hill	East Grinstead	Westhampnett	Overall
Excellent	66%	69%	95%	50%	78%
Good	31%	31%	4%	50%	21%
Adequate	3%	0%	0%	0%	1%
Poor	0%	0%	1%	0%	0%
Don't know	0%	0%	0%	0%	0%
Total (%)	100%	100%	100%	100%	100%
Number of Responses	71	51	84	8	214

East Grinstead site users had the highest level of satisfaction with 95% rating the signage as excellent, only 1% responding rating the signage a poor.

Figure 17 below shows the overall percentage breakdown of responses from all four sites visited that currently operate without a booking system.



Figure 17 Clarity of signage

4.8 Q6: Closest recycling site

Site users were asked if they were currently using the recycling site closest to their residence. Overall, of the 278 respondents 87% were using the recycling site closest to their home. The responses are shown in Table 20 below.

Table 20: Closest recycling site

HWRS	Billinghurst	Burgess Hill	East Grinstead	Westhampnett	Overall
Yes	87%	96%	92%	68%	87%
No	13%	4%	8%	32%	13%
Total (%)	100%	100%	100%	100%	100%
Number of Responses	70	57	98	53	278

For all four sites surveyed the majority of users were visiting their closest recycling site. The highest proportion was found for users at Burgess Hill (96%) whilst Westhampnett had the lowest proportion of users for which Westhampnett was their closest recycling site (68%). Of the 53 site users surveyed at Westhampnett, 12 specifically said that they were visiting the Westhampnett site rather than Bognor Regis site to avoid the booking system.

Figure 18 below shows the overall percentage breakdown of responses from all four sites visited that currently operate without a booking system.



Figure 18 Closest recycling site

4.9 Q8: Further suggestions for improvement

Site users were asked if they had any suggestions for the operation of the site they were visiting. This was asked as an open question and responses categorised accordingly. If the response did not fit within a defined category, it was listed individually. A summary of these unique responses can be found in Appendix E. The collated responses per site are shown in Table 21 below.

Table 21: Further suggestions for improvement

HWRS	Billinghurst	Burgess Hill	East Grinstead	Westhampnett	Grand Total
A place to bring re-usable items such as furniture	0%	11%	0%	14%	4%
Happy with either booking or non-booking	0%	22%	14%	43%	17%
Longer opening hours	56%	0%	5%	14%	15%
No trip limit	0%	11%	5%	0%	4%
On the day booking/booking system flexibility	0%	44%	41%	29%	32%
Open 7 days a week	33%	11%	36%	0%	26%
Used clothing and textiles	11%	0%	0%	0%	2%
Total (%)	100%	100%	100%	100%	100%
Number of Responses	9	9	22	7	47

Despite this question being asked to users of sites that are currently operating without a booking system the most common response was the need for the booking system if implemented to be flexible and allow on the day booking. Another significant proportion of site users (26%) felt that the site they were visiting needed to be open 7 days a week.

Figure 19 below shows the overall percentage breakdown of responses from all four sites visited that currently operate without a booking system.

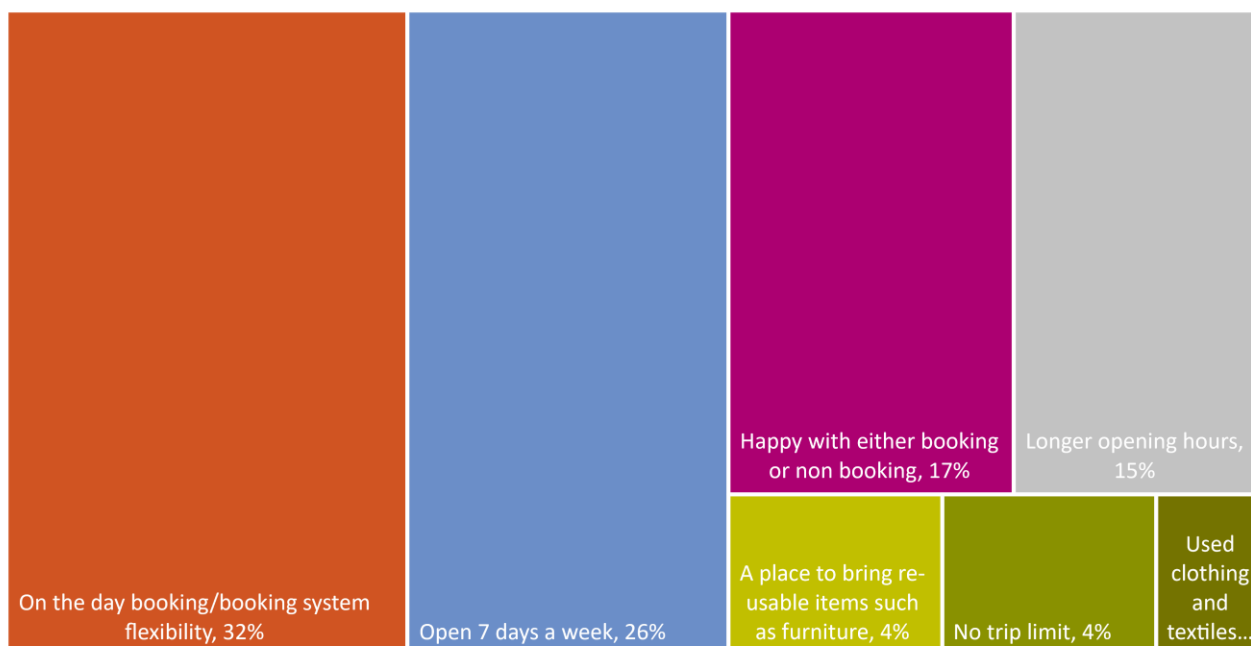


Figure 19 Further suggestions for improvement

5 Conclusions

Overall users of sites currently operating a booking system were happy with this system, found it easy to use, saw the benefits and were happy for this system to be made permanent (79%). However, some key improvements to the current booking system were outlined by respondents most importantly the addition of on the day booking with flexibility being a key priority for HWRS users. Bognor Regis and Shoreham sites had consistently lower levels of satisfaction both in relation to the booking system and overall site experience.

The majority of users of sites currently operating without a booking system were not in favour of trialling a booking system (77%) and did not feel the implementation of the current booking system would improve the queuing times. This may be partly because the sites which do not currently have a booking system are the least congested, and hence less likely to benefit from a booking system. Some Westhampnett site users were avoiding using Bognor Regis HWRS in order to avoid the booking system in place.

The Resource Futures surveyor had informal conversations with HWRS staff whilst on each site and found that the opinions of staff did not always align with HWRS users. Possible future work could include further surveys for HWRS staff to gain invaluable staff insight and feedback.

Most visitors in West Sussex are using their closest recycling site. Satisfaction with the HWRS provision in West Sussex is high overall, with the vast majority of respondents from both booking and non-booking sites rating the staff helpfulness, signage, and overall experience as excellent or good.

The most common suggestions for improvement included opening sites for 7 days per week, or for more days per week with some residents mentioned consecutive closure days being inconvenient. Further common suggestions included the need for longer opening hours and the removal of limitations on number of HWRS visits.

Appendix A Booking sites survey questions

Questions	Answer Options
Please rate your overall experience of using the HWRC booking system	Excellent – Good – Adequate – Poor - Don't know
Does the booking system make your trip easier?	Yes - No
How strongly do you agree with the following statement: There are always booking slots available when I want them	Strongly Agree – Agree – Disagree – Strongly Disagree
Would you like the booking system to be a permanent arrangement?	Yes - No
How strongly do you agree with the following statement: The queuing time has improved since the introduction of the booking system	Strongly Agree – Agree – Disagree – Strongly Disagree
How strongly do you agree with the following statement: The HWRS is open at times that allow me to use it	Strongly Agree – Agree – Disagree – Strongly Disagree
Please rate the staff on their helpfulness and politeness.	Excellent – Good – Adequate – Poor - Don't know
How would you rate your overall experience of using the site?	Excellent – Good – Adequate – Poor - Don't know
How would you rate the clarity of the signage on site?	Excellent – Good – Adequate – Poor - Don't know
Is this your closest Recycling site?	Yes - No
Do you have any further suggestions for the site operations?	A day for business waste and recyclables A place to bring re-usable items such as furniture Happy with either booking or non-booking Longer opening hours No trip limits On the day booking/booking system flexibility Open 7 days a week Used clothing and textiles

Appendix B Non booking sites survey questions

Questions	Answer Options
How strongly do you agree with the following statement: Other sites have a booking system for visits, I would like to try a booking system like this site	Strongly Agree – Agree – Disagree – Strongly Disagree
How strongly do you agree with the following statement: The queuing time would be improved by the introduction of a booking system	Strongly Agree – Agree – Disagree – Strongly Disagree
How strongly do you agree with the following statement: The HWRS is open at times that allow me to use it	Strongly Agree – Agree – Disagree – Strongly Disagree
Please rate the staff on their helpfulness and politeness.	Excellent – Good – Adequate – Poor - Don't know
How would you rate your overall experience of using the site?	Excellent – Good – Adequate – Poor - Don't know
How would you rate the clarity of the signage on site?	Excellent – Good – Adequate – Poor - Don't know
Is this your closest Recycling site?	Yes - No
Do you have any further suggestions for the site operations?	A day for business waste and recyclables A place to bring re-usable items such as furniture Happy with either booking or non-booking Longer opening hours No trip limits On the day booking/booking system flexibility Open 7 days a week Used clothing and textiles

Appendix C Schedule

Site	Booking/Non-Booking	Date/Time
Billinghurst	Non	Saturday 17.7.2021 AM
Horsham	Booking	Saturday 17.7.2021 PM
Crawley	Booking	Sunday 18.7.2021 AM
Burgess Hill	Non	Sunday 18.7.2021 PM
East Grinstead	Non	Monday 19.7.2021 AM
Horsham	Booking	Tuesday 20.7.2021 AM
Crawley	Booking	Tuesday 20.7.2021 PM
Shoreham	Booking	Wednesday 21.7.2021 AM
Bognor Regis	Booking	Wednesday 21.7.2021 PM
Worthing	Booking	Friday 23.7.2021 AM
Littlehampton	Booking	Friday 23.7.2021 PM

Site	Booking/Non-Booking	Date/Time
Worthing	Booking	Saturday 24.7.2021 AM
Westhampnett	Non	Saturday 24.7.2021 PM

Appendix D Booking site unique responses

Unique responses to the final survey question: *Do you have any further suggestions for the site operations?* have been summarised into the following key areas.

- Improve clarity of signage – including breakdown of items outside each unit to give further info e.g., crockery in rubble, also have this information available online of materials to separate.
- Improve current booking system - ability to change booked slots, better/more flexibility for phone bookings, increased awareness of booking system, only booking at peak times
- Would rather queue and have flexibility
- Phone Staff unhelpful
- Online booking system not user friendly/glitchy/unclear
- Booking over the phone difficult/long wait times - should be possible over the weekend
- System for showing busy booking slots e.g., red, yellow green to depict busy medium or quiet
- State when booking if site takes Luton's, trailers etc
- Add more material recycling – plastic, asbestos, food waste, plastic bags
- Queues have previously caused disruption to public transport
- Initially against booking system but on board now it has been trialled
- Online map to view and understand layout of site before visit
- Longer slot times (up to 1 hour)
- Vulnerable group for covid like the smaller numbers on site
- Needs to extend or move to bigger site now more residents are in the in area
- Fly tipping concerns
- Height for rubble too high needs steps or to be lowered
- High reports of being unable to get the slots you require at this site.
- No shows for booked slots are a waste
- If trip limits are needed better communication about what this is/flexibility in how limit is spread across the year
- System to help to see if a parking bay is available, red, green lights etc
- Some help for those who've just moved. No acceptable ID for 2-3 weeks! Is there the possibility of a temporary letter or notice?
- Live screen showing empty parking bays
- Improved layout particularly for household waste
- A resident ID card to just tap in and out like they have in in Uxbridge
- A filter lane for leaving if you've only used first section, to bypass queue of main section

Appendix E Non-Booking sites unique responses

Unique responses to the final survey question: *Do you have any further suggestions for the site operations?* have been summarised into the following key areas.

- Addition of coffee machine and other facilities
- Removal of face mask requirement for residents
- Improved booking system - website functionality, only require booking for weekends/ peak times, better options for booking so it doesn't have to be done online, have off peak times as drop in
- More categories e.g., old toys, compost, plasterboard disposal
- Changes to days which are closed - different/half/not together/close one weekday one weekend
- Keep HWRS open, easy, and free of charge to avoid fly tipping
- Help with guidance to parking bays speed up queue
- Improve accessibility
- Introduction of resident ID pass instead of bringing a council tax proof
- A filter before exit in case of forgotten item
- Live queue updates from home
- Improve signage and staff communication around COVID safety
- Improve layout
- Waist and chest height too high to safely tip
- More parking
- Fly tipping concerns
- Metal to be closer to cars
- Avoiding using Bognor in order to avoid booking system