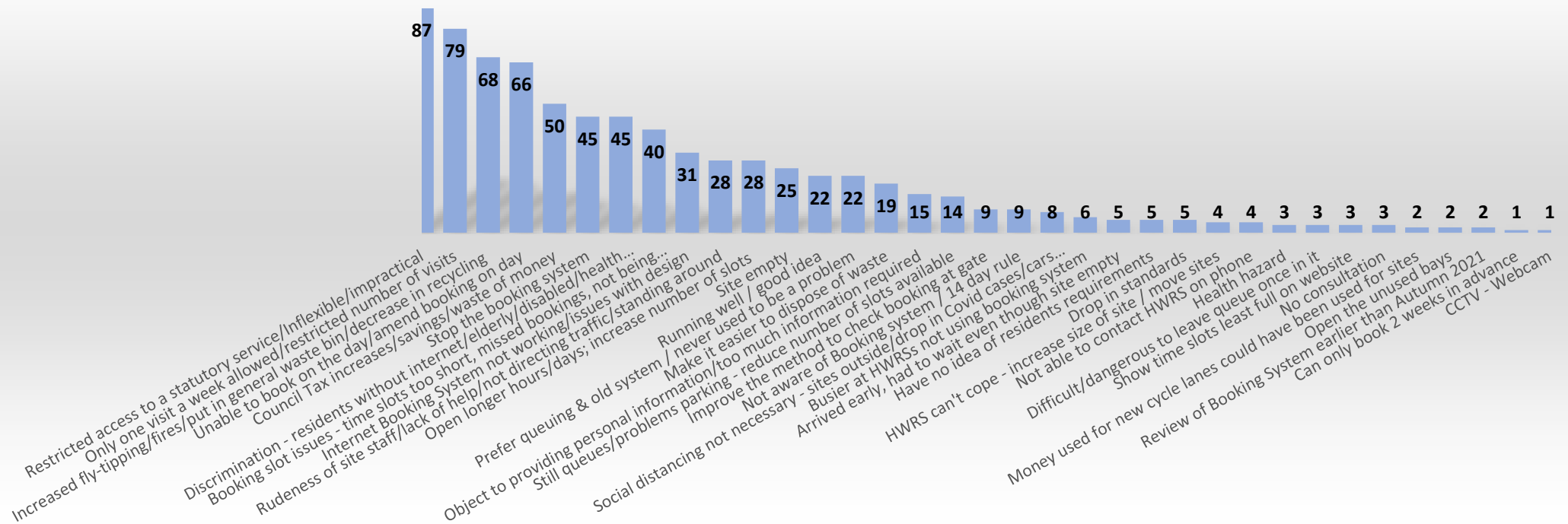


Feedback Themes	Bognor Regis	Crawley	Horsham	Littlehampton	Shoreham	Worthing	Other Sites/ Not known	Total
1. Restricted access to a statutory service/Inflexible/impractical	8	18	14	6	9	3	29	87
2. Only one visit a week allowed/restricted number of visits	4	21	15	4	5	6	24	79
3. Increased fly-tipping/fires/put in general waste bin/decrease in recycling	3	12	11	2	5	5	30	68
4. Unable to book on the day/amend booking on day	4	11	13	2	7	10	19	66
5. Council Tax increases/savings/waste of money	3	11	5	2	3	4	22	50
6. Stop the booking system	4	10	7	2	2	2	18	45
7. Discrimination – no internet/elderly/disabled/health issues/smaller car users	0	11	5	4	3	2	20	45
8. Booking slot issues - too short/missed bookings/can't amend Reg/can't book from some postcodes in WSx/not available/refused access within time slot/unused booking slots	4	8	8	4	5	4	7	40
9. Internet Booking System not working/issues with design	1	3	3	1	3	4	16	31
10. Rudeness of site staff/lack of help/not directing traffic/standing around	3	7	5	4	1	2	6	28
11. Open longer hours/days; increase number of slots	1	3	7	2	2	2	11	28
12. Site empty	1	7	3	3	4	4	3	25
13. Running well / good idea	2	8	4	2	0	2	4	22
14. Prefer queuing & old system / never used to be a problem	1	5	3	0	1	3	9	22
15. Make it easier to dispose of waste	0	2	6	0	3	1	7	19
16. Object to providing personal information/too much information required	0	2	1	1	1	0	10	15
17. Still queues/problems parking - reduce number of slots available	0	1	3	2	1	4	3	14
18. Improve the method to check booking at gate	0	5	2	0	0	2	0	9
19. Not aware of Booking system / 14-day rule	0	4	2	0	0	1	2	9
20. Social distancing not necessary - sites outside/drop in Covid cases/cars can be socially distanced on site	0	1	2	0	0	2	3	8
21. Busier at HWRSs not using booking system	0	2	2	1	0	0	1	6
22. Arrived early, had to wait even though site empty	0	2	2	0	0	0	1	5
23. Have no idea of resident's requirements	0	1	1	1	0	0	2	5
24. Drop in standards	1	0	1	0	0	0	3	5
25. HWRS can't cope - increase size of site / move sites	0	1	1	1	0	0	1	4
26. Not able to contact HWRS on phone	0	1	1	0	0	0	2	4
27. Health hazard	1	1	0	1	0	0	0	3
28. Difficult/dangerous to leave queue once in it	0	0	1	0	1	1	0	3
29. Show time slots least full on website	0	0	1	0	0	2	0	3
30. No consultation	0	1	0	0	0	1	1	3
31. Money used for new cycle lanes could have been used for sites	0	0	2	0	0	0	0	2
32. Open the unused bays	0	0	2	0	0	0	0	2
33. Review of Booking System earlier than Autumn 2021	1	0	0	0	0	1	0	2
34. Can only book 2 weeks in advance	0	0	0	0	0	1	0	1
35. CCTV - Webcam	0	0	1	0	0	0	0	1
<b>Total</b>	<b>42</b>	<b>159</b>	<b>134</b>	<b>45</b>	<b>56</b>	<b>69</b>	<b>254</b>	<b>759</b>

## Booking System Feedback Themes from March to July 2021



### Problem's residents have had booking:

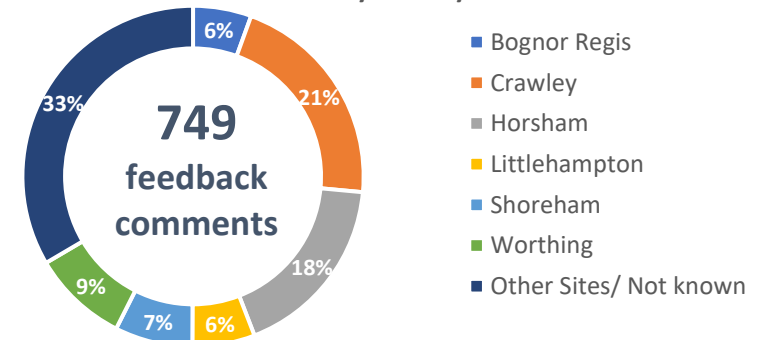
Issues where people from Hove have put in their postcodes and managed to booked slots through WSCC, but people who genuinely live in West Sussex haven't been able to.

Contact Centre - A lot of calls from people who don't receive their confirmation emails (and have checked junk mail).

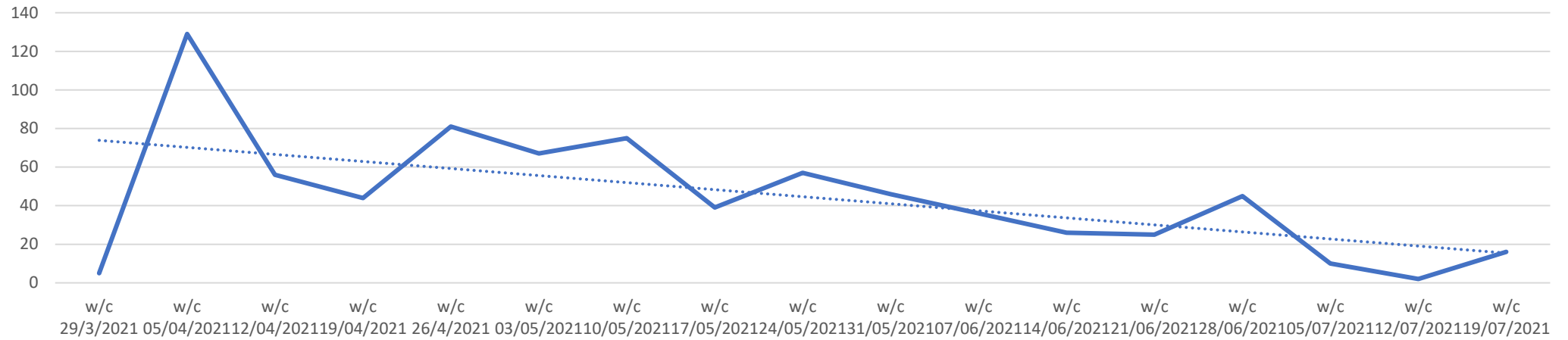
After completing the online form there was no conclusion confirming my application had been accepted, or even registered.

Location	Total bookings up to 30/07/2021	Total Feedback up to 30/07/2021	% of feedback to total bookings
Bognor Regis	20025	42	0.2%
Crawley	53713	159	0.3%
Horsham	34788	134	0.4%
Littlehampton	34277	45	0.1%
Shoreham	23810	56	0.2%
Worthing	64563	69	0.1%
Not Known/other HWRSs	4	254	
<b>Totals</b>	<b>231180</b>	<b>759</b>	<b>0.3%</b>

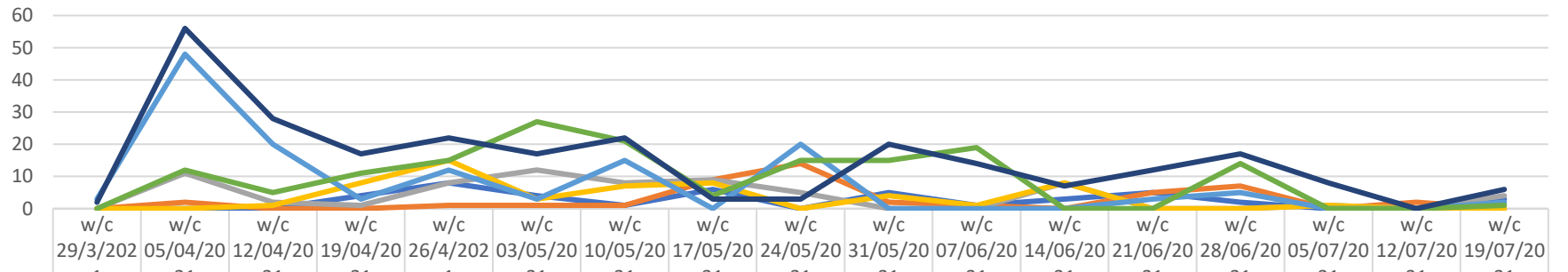
Booking System feedback comments received between March and July 2021 by HWRS



### Overall Feedback Totals by week March to July 2021



### Weekly feedback by HWRs March to July 2021



	w/c 29/3/2021	w/c 05/04/2021	w/c 12/04/2021	w/c 19/04/2021	w/c 26/04/2021	w/c 03/05/2021	w/c 10/05/2021	w/c 17/05/2021	w/c 24/05/2021	w/c 31/05/2021	w/c 07/06/2021	w/c 14/06/2021	w/c 21/06/2021	w/c 28/06/2021	w/c 05/07/2021	w/c 12/07/2021	w/c 19/07/2021
Bognor Regis	0	0	0	4	8	4	1	6	0	5	1	3	5	2	0	0	3
Littlehampton	0	2	0	0	1	1	1	9	14	2	1	0	5	7	0	2	0
Worthing	0	11	2	1	8	12	8	9	5	0	0	8	0	0	1	0	4
Shoreham-By-Sea	0	0	1	8	15	3	7	8	0	4	1	8	0	0	1	0	0
Horsham	3	48	20	3	12	3	15	0	20	0	0	0	3	5	0	0	2
Crawley	0	12	5	11	15	27	21	4	15	15	19	0	0	14	0	0	1
Not Known/other HWRs	2	56	28	17	22	17	22	3	3	20	14	7	12	17	8	0	6

— Bognor Regis
 — Littlehampton
 — Worthing
 — Shoreham-By-Sea
 — Horsham
 — Crawley
 — Not Known/other HWRs

### Suggestions from residents

- Give people a permit like you do for green waste or even a book of vouchers for each year
- If traffic an issue, move sites
- Invest in better roads to stop congestion
- Use of iPads to book in at site entrance and in alphabetical order
- Have an amend button on system up to night before to allow for Car Reg to be amended
- Allow 2 active bookings within the same week (M-F) and maybe even on the same day too.
- Like to see impact system has on residents who work and can only use popular slots at weekends. If severely restricting ability to obtain a slot then it should be totally revised.
- Have a monthly quota of visits
- Allow 2 people per car to speed up disposal of waste and suggest people put their rubbish in to manageable bags 'before' they get to the tip.
- Could draw attention to the categories of waste on your website to speed up disposal.
- At Shoreham – if you want to “prevent congestion” – stop cars coming in from the shore side of the road (west -> east direction) and have someone preventing the queue in the east -> west direction growing onto the road.
- Allow on the spot bookings within 1 hour
- Should be up to 2 visits minimum a week
- It should be clearer that if you repeatedly don't turn up for slots, 3 strikes and a ban for 6 months should be introduced, to stop people reserving slots
- Have one day a week or a few evenings during the summer months where appointments are not necessary
- The colours used for available / not available slots are virtually the same colour. I think it may make it difficult for some people to distinguish between the two. I appreciate that you need to consider colour blindness when selecting colours, but I think it would be better to make the difference more obvious. Perhaps the unavailable slots could have a CROSS on them?
- Possibly weekend /and Bank Holiday booking might be sensible. But weekdays should be possible to go when you please.
- I would like to be able to recycle rubble at Bognor. We do not have a lot but sometimes dig up stones from the garden so would like to be able to dispose of them during one trip rather than having to travel to Littlehampton or Chichester.
- Availability should be more transparent to users. It would be great to see when it is at its quietest (and booking on the day should be available for these slots for anyone who is flexible and wants to go when it is quiet) and you should be able to change your slot on the day: I appreciate you don't want a free for all, but to bring it forward or back one slot would be good
- Had booking at Worthing today and wanted to bring it forward to an earlier time. Knows, when booked yesterday there was good availability all day, so doesn't understand why it's not possible to move it on the same day.
- Rather than limiting to only 1 visit per week, set the limit as a certain number of visits per month or per year. I am aware of other places where this approach is taken and found it to much more effective, as often people will have peaks & troughs of demand for the recycling centre (eg clearing out, DIY or moving home)

- Establish a system whereby same day bookings are possible. I understand the reasons why this hasn't been practical with the current short-term trial, but if moving towards a permanent solution then the technology is readily available, and already used elsewhere
- Can you produce an app to make it easier on a phone to book a slot?
- Book 5 trips per month rather than 1 a week
- Booking system might as well be used to remove the need to show documents at the site, but creation of accounts and verifying address at that time. In other words, if you have an account, your registration plate is all you need to get in. Again, very basic IT stuff. Any competent company has been doing this sort of thing for many years.
- Why not allow one to register details once and then simply rebook?
- Why not immediately try an increase to two permitted bookings per week and see how that goes?
- Reconsider the use of a booking system, maybe at weekends for peak use, but remove the once per week limit
- I would understand if booking was required for weekend use only.
- Should be limited only at weekends
- The number residents call to book by phone should be an 0800 number
- Too many details are required when booking. It should only require surname, postcode/address and vehicle registration
- Too much queueing on the phone. If fewer details were taken, then there would be less time waiting
- They need a code so they can book 1st time then just put in code to book next booking
- Invest in road signs saying 'please do not queue past this point – please return after 15 minutes when queues may have eased
- Helpful to have a message on the phonenumber saying what number you are in the queue, because it took her some time to get through
- Devon council have a great system in place where they have site staff managing the incoming vehicles so the queues cannot build up. He suggests we need to take a better look at these examples, to see if there is a better way to help with flow of traffic.
- It is not necessary for a booking system from Monday to Friday as it is so quiet, if there has to be one then it should only be at the weekends when it is busy.
- HWRS sites should be positioned / repositioned so that factors such as congestion on local roads and impact on businesses and residents near the sites is a non-issue
- You could publish some data on peak times so those who do have flexibility can go off peak to spread demand. Or live data so if it looks really busy and it can wait everyone's a winner. You could also extend opening hours.
- With thousands of new homes being built in West Sussex and more to come, capacity and infrastructure needs to be increased in line - quite simply more houses= more waste & recycling. You can't keep on building the houses without the services residents require also being increased in line we need more capacity at recycling sites or more of them.
- Suggests maybe booking at busy periods e.g., weekend and not in the week.
- Why don't you trial a hybrid system of appointments at weekends when the tip is busy and no appointments mid-week.