

## **Appendix**

### **Proposal for Trial HWRs Booking System – Responses**

Comments were sought from Districts and Boroughs and from representatives of businesses who have previously brought issues at Bognor and Crawley to our attention. The following responses were received.

#### **Steve Sawyer, Executive Director Manor Royal BID**

The Manor Royal BID is supportive of this proposal and plans to trial the “Click and Tip” booking system proposed for the Crawley site in Metcalf Way.

At peak times Metcalf Way is a busy and congested area. The combination of significant queues caused by visitors to the Crawley Household Waste and Recycling Site, a popular out of town retail park (County Oak) and the surrounding businesses that share the same road space and a single point of entry and exit have, over many years, been a problem. More recently this has been so disruptive it has led to businesses calling for the police to attend. The queues can extend from Metcalf Way, onto County Oak Way and at their worst onto the main London Road (A23). This is hugely disruptive to the road network and to businesses in the area whose customers and suppliers are discouraged as a result. The problems are compounded by the traffic generated by the popular retail park and the growing demand for the waste and recycling facilities as Crawley itself grows. It is a common complaint that businesses locally are in effect made inaccessible, which in turns impacts their profitability.

This problem has also been identified in the Manor Royal Transport Study (carried out by independent transport consultants Steer Davies Gleave) and has been a driver for the proposed improvements to be delivered as part of the Crawley Growth Programme.

These improvements include changes to the junction of County Oak Way and London Road and the introduction of a one way system at Metcalf Way to accommodate a level of queuing (a short queuing lane) during busy periods while allowing other traffic to bypass the queue to access the nearby businesses. However, even with this intervention WSP (engaged to design and deliver the Crawley Growth Programme) are clear that while these changes would help they would not be sufficient to resolve the problem without some form of queue management being introduced alongside the proposed physical changes.

For these reasons the Manor Royal BID is supportive of the planned trial at the Crawley Household Waste and Recycling Centre in Metcalf Way and are happy to support the County Council.

In providing our response can I thank and congratulate the County Council for looking at this issue, taking on board the difficulties faced by businesses based here and looking at innovative ways to solve the problem. We appreciate that such changes are not introduced without a degree of resistance sometimes and that there may be teething issues, but we feel that longer term this will provide

a better customer experience as well as alleviating a very real problem for local business owners.

For completeness the conclusions from a recent (October 2020) consultation with businesses in the area concerning the introduction of the Metcalf Way one-way system in response to the queuing issues is provided below:

**OVERALL** there was a strong feeling that the proposed changes would not be sufficient to resolve the problem of long queues during peak demand, which could only be resolved if a queue management system was introduced (e.g. a click and drop system, similar to the kind of system other local authorities had introduced).

**Shirley Scott**

**One of the Directors of Arun Business Park and Director of Handprinted Ltd**

This sounds like a really good idea and one that would be sustainable for the future.

As you know over the years the businesses on Arun Business Park have been negatively affected by the queues to the Recycling Site. Our business had definitely lost trade when the queues were busy, both customers and deliveries have turned away. I think it is especially important for our site as the road into the Recycling Site is owned by Arun Business Park and the queues have been a constant issue for the businesses on the park.

This type of system worked very well for West Wittering Beach last year to control the amount of visitors and, as you have pointed out, it was successful in Hampshire.

I think having the option to book online or by phone is also wise. Limiting the amount of visits allowed is also very welcome – I believe there are a number of small businesses that use the site under the veil of their waste being non-commercial and attend the site very regularly.

In order to work safely with our social distancing measures in place we are currently working six or seven days of the week (smaller teams in at any time) so I was not looking forward to having to queue for extended time to get into our premises over the weekends of the summer months.

I also feel this is protecting the staff working at the Recycling Site by ensuring the numbers of attendees can be controlled.

Thank you proposing this.

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**Roger Electair**

First thoughts, sounds worth a try.

It will stop the people that park in front of my office with a van and load it into a car several times.

Great that you are being pro-active.

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**Nigel Sheehan**  
**Director, Crawley Borough Council**

Thanks for forwarding the proposal to introduce booking systems at 5 HWRS sites prior to Easter. Please see comments from Crawley below. Happy to discuss if helpful.

1. It would seem likely that initially, a relatively high number of users would turn up at the HWRS without having made a booking. That is what they have always done, and it would seem likely that a number would continue to do that without necessarily being aware of the booking requirement. Provision should be made to accommodate this without having disappointed (or angry) customers turned away.
2. Collectively we are of course all keen to make it easier for residents to 'do the right thing'. There is a danger that if a suitable timeslot cannot be found, some residents would find it easier to fly tip their waste or recycling. What would be done to reduce this potential and please ensure the quantity of fly tipping is one of the assessment measures used to evaluate the pilot.
3. If the concern is to manage distancing, there will be times when the respective HWRS's will be less busy. Is it a necessity to introduce the booking system for all of the hours the HWRS is open? Would it provide a better option to focus the booking system to on peak demand hours and to keep under review whether it is required during off peak hours?
4. Has consideration been given to extending the opening hours to help to spread the peak time demand and manage distancing?

Grateful if you can keep us posted re the implementation. Will be useful to involve our Comms Team if and when appropriate.

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**Adam Chalmers, Director of Community Services**  
**Horsham District Council**

The Covid-19 pandemic has only intensified the pressure on the Hop Oast HWRS and although we agree with the aims of the proposed booking system, we think a simpler solution would be to increase the opening hours of the site. In the longer term we think the capacity of Hop Oast site should be increased to meet the demand of our growing district. We are working with the County Council to explore this with them and we welcome the news that they have commissioned a study to look at options for increasing the site's capacity.

If the booking system trial is implemented, we do not think that residents should be limited to one trip in any seven-day period. This does not sound practical and it is a measure that could be introduced at a later date if the evidence from the trial suggests it is necessary.

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