

Proposals to Permanently Adopt the Booking Scheme Piloted at some Recycling Centres

Communities, Highways and Environment Scrutiny
Committee - Wednesday, 2nd March, 2022



Background

- Introduced 29th March 2021
- Six sites: Bognor Regis, Crawley, Horsham, Littlehampton, Shoreham and Worthing Recycling Centres
- Introduced to prevent traffic congestion, support businesses and residents unable to access properties
- Book online or via phone
- c600,000 bookings to date
- Residents able to book up to 5 visits per month







**We want
your feedback**



Public Consultation

- Open 10th November to 21st December 2021 and received 7,374 responses
- 71% (5196) have used the booking system, 29% (2128) had not.
- 98% had booked online, 2% via telephone.
- Of the 2128 who had not used the system:
 - 85% didn't need to visit
 - 5% could not find a slot to suit
 - 10% other
- In terms of making a booking:
 - 83% (4429) said extremely/quite easy
 - 9% (497) said neither easy or difficult
 - 6% (304) said quite/extremely difficult
 - 3% didn't know.
- 62% (3863) strongly agreed/agreed that the booking system should be maintained
- 38% (2382) disagreed or strongly disagreed.

Should the booking system be maintained?

Answers shown from those that had used the sites with the booking system

Residents were asked which site(s) they used

| Recycling Centre (RC) | Strongly Agree / Agree | | Strongly Disagree / Disagree | |
|---------------------------|------------------------|-----------|------------------------------|-----------|
| | Users | % | Users | % |
| Bognor Regis | 442 | 61 | 288 | 39 |
| Crawley | 667 | 63 | 390 | 37 |
| Horsham (Hop Oast) | 609 | 67 | 303 | 33 |
| Littlehampton | 845 | 77 | 247 | 23 |
| Shoreham | 382 | 57 | 290 | 43 |
| Worthing | 974 | 76 | 304 | 24 |
| Total | 3,919 | 68 | 1,822 | 32 |



Biggest negative aspect

70% (2230) wanted to decide on the day

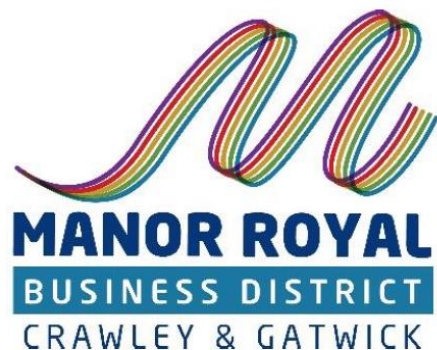


Main improvement suggested

62% (4477) Same day bookings



From March same day bookings are being tested at Worthing Recycling Centre



"We would be very happy if it was made to be permanent".

"We're all for keeping the booking system".

"In favour of the current system staying".

"... as a business we think the ... system should stay"



"The new system has made a massive difference to the levels of traffic on the estate. We don't see queuing any more or delays getting to our businesses. Previously, the queuing caused potential customers to avoid the estate. Please keep the system in place".

The Cabinet Member for Environment and Climate Change is recommended to approve:

1. That the pilot booking system is made permanent at the Bognor Regis, Crawley, Horsham, Littlehampton, Shoreham and Worthing Recycling Centres.
2. Delegation of authority to the Director of Environment and Public Protection, in consultation with the Cabinet Member for Environment and Climate Change, to extend the booking system on a site-by-site basis to

Billingshurst, Burgess Hill, East Grinstead, Midhurst and/or Westhampnett Recycling Centres,

on a temporary or permanent basis should this be needed to manage congestion or other issues in the future.