

Appendix 1

Experience elsewhere

Booking systems for Household Waste Recycling Site visits are currently used successfully in Kent, West Sussex and Hampshire.

Kent County Council introduced a booking system to manage social distancing during the pandemic. When they asked their residents about continuing with their booking system, 80% of users found it extremely easy or quite easy to make a booking.

West Sussex County Council carried out a consultation in 2021 on continuing with the booking system that was introduced during the pandemic. Over 60% of respondents strongly agreed or agreed that the booking system should be maintained. Over 80% said it was extremely easy or quite easy to make a booking.

Hampshire County Council carried out a satisfaction survey of users that had used their booking system between November and December 2021. More than 25,000 responses were received with 89.9% of respondents saying they were satisfied or very satisfied with the booking experience and 78.4% supported continued use of a booking system.

Other authorities have said that, when introducing booking systems, a 'light-touch' approach is taken for the first few months, so residents can get used to the system. For example, residents arriving without a prior booking are allowed access and given information on how to book their next visit.

Government view on booking system

In 2022, Government issued a call for evidence on booking systems as part of a wider consultation on charges for DIY waste at HWRS. At the end of 2023, Government responded to the call for evidence and stated that it believes it is important that residents can dispose of their waste in a responsible and convenient manner. Government also noted that, of the local authorities who use a booking system, most reported that the system was implemented to improve planning and efficiency at HWRS. Many respondents to the Government consultation reported they had installed a booking system to manage congestion or had implemented a system in response to the COVID-19 pandemic when provision of the service had to be balanced with managing social distancing rules.

Government also noted that there is a large proportion of local authorities who will retain a booking system in the long-term, and that some local authorities are considering their future implementation.

Government thinks it is important that booking systems are not perceived as an obstacle by residents, and did not make any proposals regarding the future implementation or use of booking systems.

Government has said that this will be kept under review and may reconsider policy should evidence support it.

Booking system design

Booking systems can be configured in different ways and, by looking at what works well in neighbouring authorities, East Sussex County Council would look to use elements of best practice including benefits such as:

- the ability to book at short notice i.e. 'on the day';
- the ability to book multiple visits; and
- the ability to book via the telephone and make that number available for those who do not have internet access.

People visit HWRSs for various reasons and in different types of transport. The following table provides detail with some examples of how a booking system could cater for different needs. The table does not provide an exhaustive list and will be developed and amended as necessary if a booking system was implemented.

User type	Booking policy (to be confirmed)
Bicycles	No change to current entry arrangements where access on bike is permitted. Residents would still be required to book a visit
Pedestrians	No change to current entry arrangements where pedestrian access is permitted. Residents would still be required to book a visit
Hired Vehicles	If a resident is hiring a vehicle, they will need to enter the hired vehicle's registration number. On-the-day booking is fine, subject to availability.
Out-of-area access (non East Sussex Residents)	Other residents pay a basic entry charge (plus normal charges for non-household waste if depositing)
Charities	Charities who are registered and have a charity disposal permit would not be required to book a slot, but would need to join any queue should there be one
Vans	Existing van days remain in place so users with a van would need to book either on a Tuesday, Thursday or Saturday