

Report to: Lead Member for Transport and Environment

Date of meeting: 24 February 2025

By: Director of Communities, Economy and Transport

Title: Proposed implementation of a booking system at Household Waste Recycling Sites

Purpose: To provide feedback on the results of the consultation on the possible introduction of a booking system.

RECOMMENDATIONS: Lead Member is recommended to:

- (1) Note the response to the public consultation on the introduction of a booking system for Household Waste Recycling Sites;**
 - (2) Note the petition opposing the introduction of a booking system for Household Waste Recycling Sites submitted by the Lewes Liberal Democrats;**
 - (3) Approve the proposal to introduce a booking system for access to all East Sussex Household Waste Recycling Sites; and**
 - (4) Approve the proposal to include as part of the booking system the ability to charge non-East Sussex residents a set fee to use East Sussex Household Waste Recycling Sites; and**
 - (5) Delegate authority to the Director of Communities, Environment and Transport to implement and make changes to a booking system, agree the charges for non-East Sussex residents and develop a policy to govern its ongoing operation and enforcement.**
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1. Background information

1.1. East Sussex County Council is responsible for the disposal and recycling of household waste and operates a network of 10 Household Waste Recycling Sites (HWRS). In 2023/24 the sites had 1.2 million visitors who brought approximately 50,000 tonnes of waste and recycling for disposal. East Sussex County Council has a legal duty to provide the service but only for East Sussex residents to use. Businesses must make their own waste disposal arrangements and residents from outside of East Sussex do not have a right to use the sites for free.

1.2. During certain times of the week and year HWRSs can get very busy. There can be queues and at some locations this can cause problems with congestion and concerns for safety in and around the site.

1.3. The proposal is also part of the County Council's work to identify areas where savings can be made to address an expected £55 million funding gap in 2025/26.

1.4. To make sure only East Sussex residents are using the sites and to improve the operation and safety of the sites, it is proposed to introduce a booking system for all

residents to use. Prior to visiting a site, a resident will be required to visit the East Sussex County Council website and book a half hour timeslot. Those who are unable to do this will be able to make a telephone booking.

2. Supporting information

Consultation results

2.1. Between 18 October and 22 December 2024, East Sussex County Council consulted on the proposal to introduce a booking system. The consultation received 5,992 responses, which is the most responses to date for a consultation run by the Council's Communities, Environment and Transport department. In addition, the dedicated email inbox received 78 representations, and 9 people wrote to Lead Member for Transport and Environment or the Leader of the Council directly.

2.2. All the feedback received during the consultation is available to view within the Members' Room. The final public consultation analysis report is attached as Appendix 2, and a summary of the feedback is set out below.

2.3. 91% of respondents felt negatively about using a booking system at HWRS. The responses were as follows:

Response	Total	Percentage
Extremely positive	80	1.34%
Quite positive	175	2.92%
Neither positive nor negative	242	4.04%
Quite negative	1115	18.61%
Extremely negative	4352	72.63%
Don't know	28	0.47%
Not answered	0	0%

The 2 main reasons chosen were that it would be an inconvenience and that it did not fit in with work or personal life. 6% said it was because they did not find booking systems easy to use, even if telephone bookings are available.

2.4 Over half of the survey respondents use the sites once a month or once every 3 months. This is in line with the response to the 2022 satisfaction survey. However, 28% of the consultation respondents visit the sites more than once a month. This is higher than the response to the 2022 satisfaction survey of 17%. The booking system consultation appears to have attracted more responses from more frequent users of the service.

2.5 In response to the question 'Do you want less queuing at our sites?', 79% said no. Feedback received suggests that some residents do not feel they have an issue with queuing at their local site. 24% of the emailed representations were from residents saying that they do not encounter queuing at the sites, and 10% said that they would like the service kept as it is. For many users, particularly during the week, they can drive straight into sites. However, traffic counter data shows that the HWRSs are considerably busier at the weekend, and during easter and the summer, and that some sites are busy every day.

2.6 A booking system may act as a deterrent to traders who try to tip business waste for free at the sites - a cost which is covered by the Council's waste disposal budget at the expense of local taxpayers. However, when asked 'Would you like to see a booking system that reduces trade waste at our sites?', 81% of respondents said 'No'.

2.7 Similarly, 95% of respondents said 'no' to the question 'Do you want a booking system to improve the operations at our Sites?'.

2.8 During the consultation period, residents asked if a partial booking system could be considered; for example, where a booking is only required at weekends, at busy times, certain days or certain HWRS. However, for the reasons set out below, this is not considered a viable option at this time.

2.9 Recent government waste and recycling policy has sought to ensure a more consistent service across both the collection and disposal of waste. The waste collection service provided by the District and Borough Councils can often result in some confusion due to lack of consistency around collection days, and what can and cannot be recycled. Consistency would be vital while booking to access the HWRS. If a partial option were to be deployed at the HWRSs, there is the potential for confusion for the customer, who would need to check which days and which HWRS require a booking slot before attending.

2.10 A partial system could also result in change of customer behaviour, where a resident chooses to go to an HWRS where booking would not be required, or a weekday when they would normally go at the weekend – this could lead to HWRS which would ordinarily have no queues, or days which would ordinarily be quieter, becoming much busier with resultant queuing. A partial solution would undermine the intention of introducing a booking system, i.e. to better manage access to HWRSs, and create added confusion for residents.

2.11 During the consultation period, 24 residents got in touch to say they thought that the questions were biased and that the format of the consultation was too closed. The consultation did not allow for free text answers, but residents were able to say whether they supported the proposal or not. A dedicated email address was also made available so that residents were able to get in touch with any comments or concerns and, as set out above, 78 representations were submitted this way.

2.12 A petition with 2,276 signatures has also been submitted by the Lewes Liberal Democrats via email regarding the proposal for a booking system to be introduced at East Sussex HWRS. The petition has not reached the 5000-signature threshold to trigger a Full Council debate.

2.13 The concerns raised by the petition are similar to the responses and representations received from individuals during the consultation period. These are set out in more detail in the consultation report at Appendix 2.

Increasing numbers of visitors

2.14 HWRSs in East Sussex are busy and have been getting busier. All sites are fitted with automatic traffic counters. Between April 2023 and March 2024, the sites had over 1.2 million visits which was 7% higher than the previous year. During 2024/25 there has been another 7% increase in overall site visits compared to 2023/24. Maresfield has seen the biggest increase in visitors of nearly 20%.

2.15. In December 2024, Maresfield's usage was 14% higher than the previous December, whilst Hastings was 12% higher.

2.16. It is predicted that there will be 1.3 million visits to the sites during 2024/25 which is 100,000 more visits than 2023/24. The most recent customer satisfaction survey carried out by ARP Research on behalf of the Council's HWRS contractors, Veolia, found that queues remain the main deterrent putting site-users off from recycling. This survey is carried out bi-annually and this year used a sample of 1,009 HWRS users from across the County.

Business and out of county waste

2.17. Most of the visits to the sites are made by East Sussex residents. However, some of the visits to the sites are made by businesses and visitors from outside of the county. The sites are not for businesses to use. They must pay for the disposal of their own waste. Booking systems are known to act as a deterrent to businesses. Similarly, the sites are not provided for anyone living outside of the county.

Savings

2.18. Costs to dispose of waste from businesses which should not be disposed of at HWRSs and out of county waste which does not have to be accepted for free, are currently being met by the Council's waste disposal budget.

2.19. Other authorities who have introduced booking systems have seen a reduction in waste after implementation. A 7.5% reduction in waste has been assumed if a booking system were to be introduced.

2.20. After booking system running costs are factored in, a saving of approximately £50,000 per year is estimated. Savings from the booking system will be generated by the subsequent reduction in trade waste which should not be delivered to the sites. It is also proposed to include as part of the booking system the ability to charge non-East Sussex residents a set fee to use East Sussex HWRSs.

Operational benefits

2.21. Across the network, queuing to gain access varies from site to site and can occur both seasonally (New Year, Easter, summer), on certain days (Saturday and Sunday), and during different times of the day (peak use times tend to be between 10am and 2pm). A booking system will help to spread demand over the entire day rather than having peak times in the middle of the day. Further information about the design of a new booking system is set out in Appendix 1.

2.22. A booking system will help some site-specific queuing issues. For example, the site at Eastbourne has ongoing queuing problems and a problem where a small number of visitors park outside the site before it opens. This blocks the highway and causes difficulties for neighbours. A booking system would help remove the motive for this kind of behaviour and improve the current situation.

2.23. The experience of neighbouring county councils is that booking systems have provided a range of benefits to residents, including:

- acting as a deterrent to traders who try to tip commercial waste for free at the sites. This cost is passed on to the taxpayer when businesses should be paying for their own waste disposal;
- less queuing, particularly at sites that can get very busy and sites where some visitors arrive well before the opening time and cause congestion around the site;
- less traffic in and around the HWRS, because a booking system will ensure visitors arrive at a steady rate;
- customers take their waste in bulk and visit less often. Kent County Council report that their residents are making fewer journeys but with more waste, benefiting the environment;
- reduced crowding within the HWRS;
- less disruption to customers if site servicing and bin movements can be planned around demand;
- residents can plan their time more effectively with the certainty of a booking and less chance of getting caught in a queue;
- allows staff to concentrate more on managing the site effectively and safely, and less on managing traffic;
- helping to manage usage more efficiently, a booking system may help extend the life of sites where there is housing growth. For example at Hailsham there is increasing demand on the local site;

Further information about the experience of other local authorities that have introduced booking systems is set out in Appendix 1.

Equality Impact Assessment

2.24. The Lead Member must have due regard to the duties set out in Section 149 of the Equality Act 2010 (the Public Sector Equality Duty or PSED) when making a decision on this proposal.

2.25. An Equalities Impact Assessment (EqIA) (Appendix 3) has been carried out to identify adverse impacts that may arise as a result of the proposal for those with protected characteristics. This assessment details potential actions to help minimise, avoid or mitigate negative impacts of the proposals. The EqIA is attached at Appendix 3. The Lead Member must read and have regard to the EqIA when determining this proposal.

2.26. Two protected groups were identified as being impacted by this proposal: age and disability. For people with one or both of these protected characteristics, they may find online booking difficult. This would, however, be mitigated by providing the option to book via telephone.

2.27. The EqIA has considered the impact of the proposals on different groups. The Council considers that by delivering this proposal, it is meeting its statutory duties under the Environmental Protection Act (1990), the Equality Act 2010 and its commitment to improve the environment.

3. Conclusion and Reasons for Recommendations

3.1. Within the context of the budget pressures facing the authority and the significant increase in the usage of the HWRS network (including visits by traders and out of county

residents), a system to regulate access, reduce trade use and charge for out-of-area visits would help contribute to improving the efficiency of the service and reduce the authority's funding gap. If agreed, the charge for out of county residents would be reviewed annually along with the charges for non-household waste at recycling sites as part of the Council's annual fees and charges review mechanism.

3.2. From the consultation results, the vast majority of those that responded do not want a booking system. However, the experience of neighbouring authorities who have introduced systems has been that some residents do not want the system to begin with, but then become accustomed to it. In June 2021, after implementing their scheme one year previously, Kent County Council asked 5,866 of their household waste site users how positive or negative would you feel about using the booking system in the future. 84.9% responded that they would be 'extremely or quite positive' about using one. 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.

3.3. The proposed booking system would:

- help to manage queues at peak times at our busiest sites;
- help to improve operations and safety;
- help to prevent traders from bringing in commercial waste which should not be disposed of at taxpayers' expense; and
- ensure only East Sussex residents are accessing the sites for free.

3.4. Booking a HWRS visit will require a little effort from residents to access a service that is currently freely available. Around 50% of councils in England now operate some sort of booking system for their HWRS, including West Sussex, Hampshire, Kent and West Berkshire. Information received from these councils suggests they work well, residents can make bookings and use the service easily, and they are broadly satisfied with the service. If approved, a similar and easy to use booking system could be implemented for East Sussex HWRSs during financial year 2025/26.

3.5. The Lead Member is therefore recommended to note the responses to the consultation and the petition submitted by Lewes Liberal Democrats. The Lead Member is , also recommended to approve the proposal to introduce a booking system for access to all HWRS, including the ability to charge non-East Sussex residents a set fee to use East Sussex HWRSs and delegate authority to the Director for Communities, Economy and Transport to implement and make changes to the booking system, agree the charges for non-East Sussex residents and develop a policy to govern its ongoing operation and enforcement.

RUPERT CLUBB

Director of Communities, Economy and Transport

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LOCAL MEMBERS

All

BACKGROUND DOCUMENTS

Consultation results – individual responses and full list of questions

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.

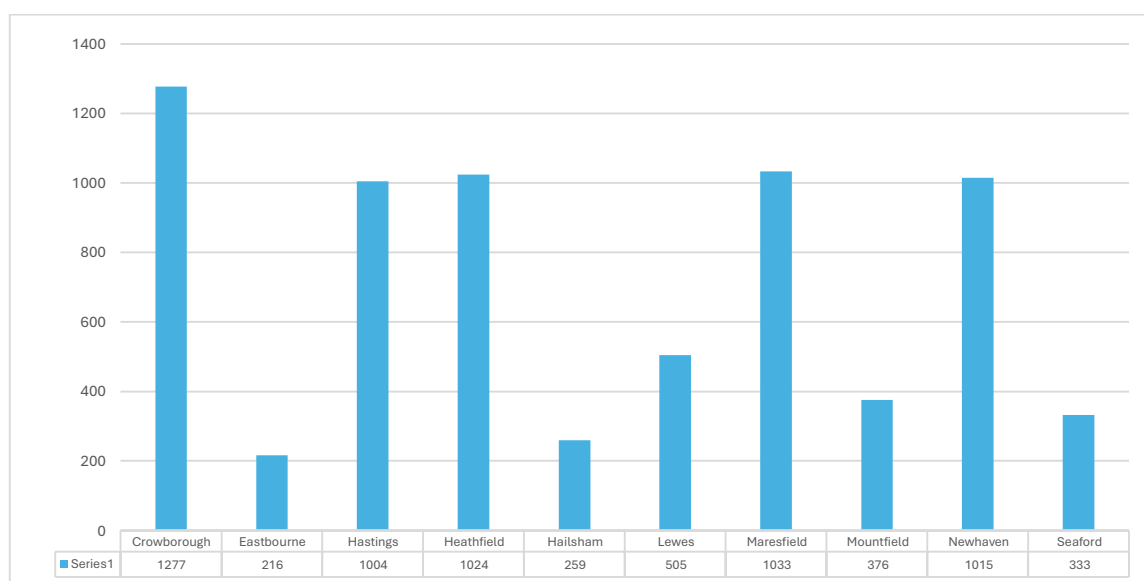
User type	Booking policy (to be confirmed)
Bicycles	No change to current entry arrangements where access on bike is permitted. Residents would still be required to book a visit
Pedestrians	No change to current entry arrangements where pedestrian access is permitted. Residents would still be required 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

Lead Member for Transport and Environment, February 2025

Proposed implementation of a booking system at Household Waste Recycling Sites

Appendix 2 – consultation results tables.

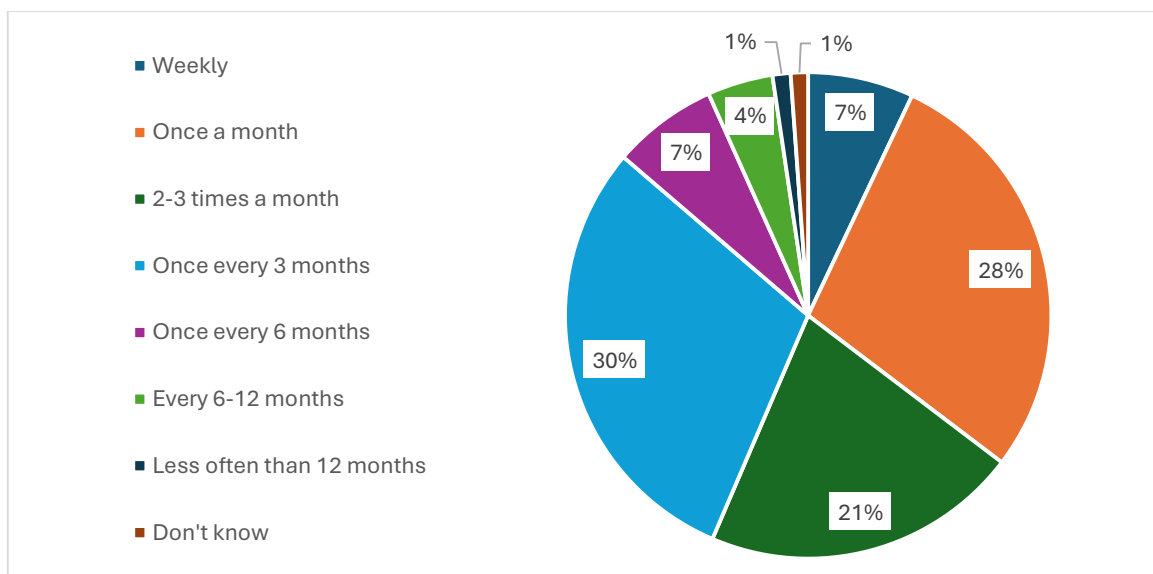
1. The consultation ran from 28/10/2024 to 22/12/2024 (8 weeks) and was hosted on Citizen Space. There were 5992 responses to the survey.
 - Question one asked for the name of the respondent (5992 responses).
 - Question two asked if the respondent was a resident of East Sussex (5992 responses). Over 99% of respondents were from East Sussex. Only 34 did not live in the county.
 - Question three asked respondents for their postcode (5992 responses).
 - Question four asked respondents which site they visit (5992 responses).



Option	Total	Percent
Crowborough	1227	20.48%
Eastbourne	216	3.60%
Hastings	1004	16.76%
Heathfield	1024	17.09%
Hailsham	259	4.32%
Lewes	505	8.43%
Maresfield	1033	17.24%
Mountfield	376	6.28%
Newhaven	1015	16.94%
Seaford	333	5.56%
Not Answered	0	0.00%

1.1 The sites with the most responses were Crowborough, Maresfield, Heathfield, Newhaven and Hastings. Eastbourne responses were low considering that it is a very busy site.

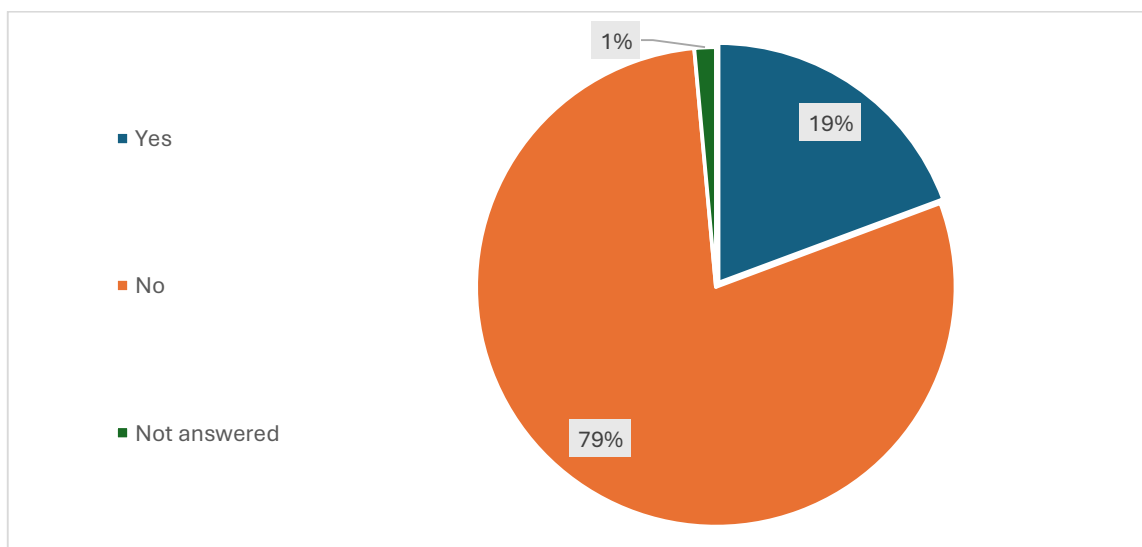
2.0 Question five asked how often respondents visit the sites (5992 responses).



Option	Total	Percent
Weekly	421	7.03%
Once a month	1696	28.30%
2-3 times a month	1265	21.11%
Once every 3 months	1788	29.84%
Once every 6 months	420	7.01%
Every 6-12 months	261	4.36%
Less often than 12 months	72	1.20%
Don't know	69	1.15%
Not Answered	0	0.00%

2.1 The consultation was more popular with regular users of the service with 56% of respondents visiting the sites once a month or more.

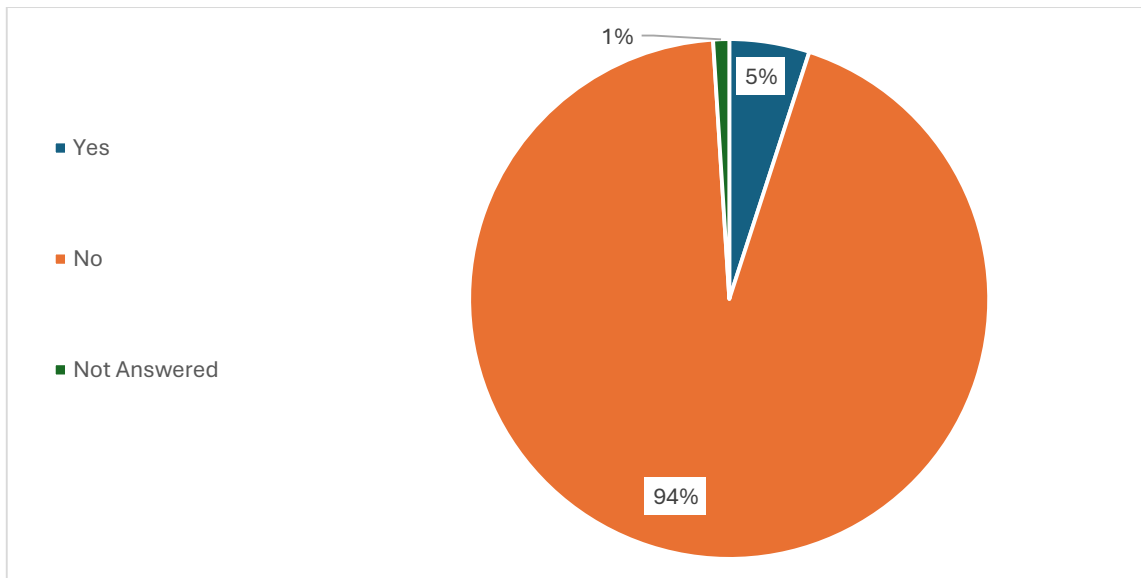
3.0 Question six asked if respondents wanted to experience less queuing at the sites (5905 responses).



Option	Total	Percent
Yes	1158	19.33%
No	4747	79.22%
Not Answered	87	1.45%

3.1 79% of respondents did not want less queuing at the sites. Feedback received from residents during the consultation period indicated that they did not see queuing at the sites as a problem and they did not think that a booking system was needed.

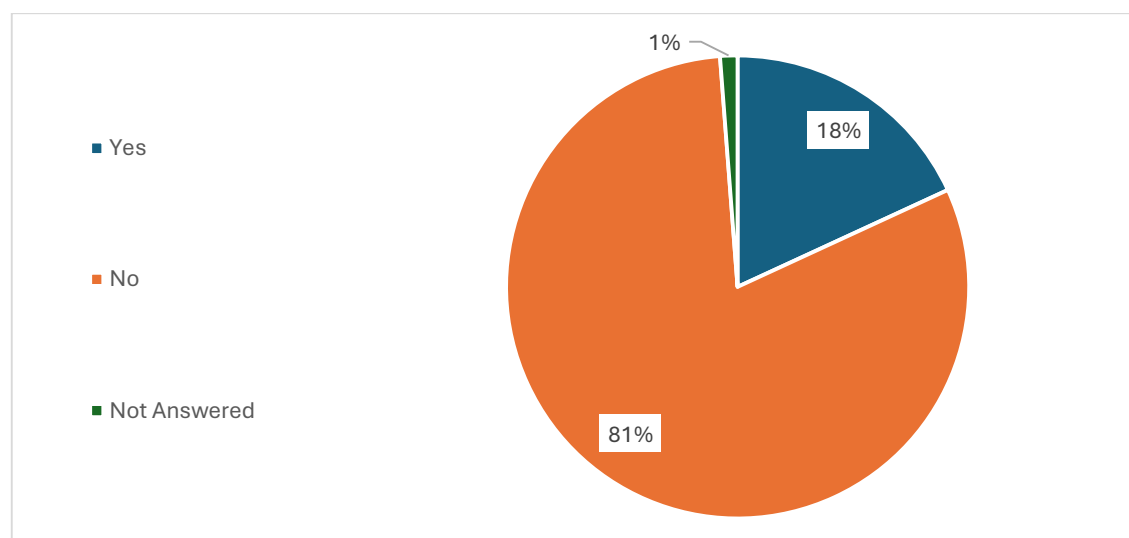
4.0 Question seven asked respondents if they wanted a booking system to improve the operations at our sites (5979 responses).



Option	Total	Percent
Yes	299	4.99%
No	5680	94.79%
Not Answered	13	0.22%

4.1 94% of respondents did not want a booking system to improve operations at the sites. Again, feedback indicated that respondents felt that the sites work well and they did not think that a booking system was necessary.

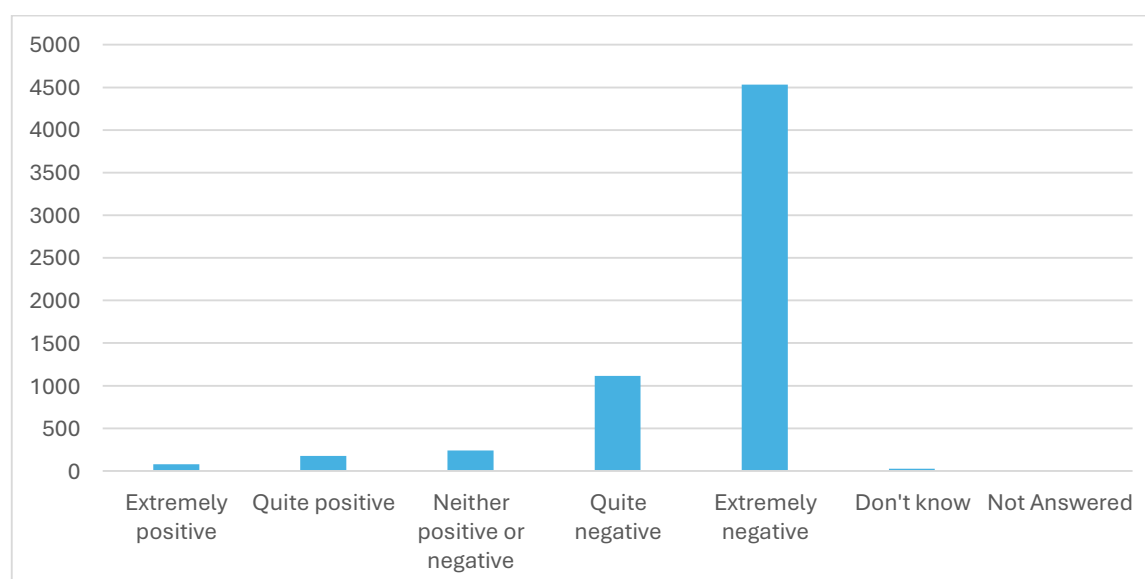
5.0 Question eight asked if respondents would like to see a booking system that reduces trade waste at our sites (5919 responses).



Option	Total	Percent
Yes	1086	18.12%
No	4833	80.66%
Not Answered	73	1.22%

5.1 81% of respondents did not want a booking system to reduce trade waste at the sites. It can be surmised that some respondents are choosing to provide negative answers as they are against the proposal. Some responses may also be from traders who do not want to see a system introduced.

6.0 Question nine asked how positive or negative respondents would feel about using a booking system to access the HWRs in the future (5992 responses).



Option	Total	Percent
Extremely positive	80	1.34%

Quite positive	175	2.92%
Neither positive nor negative	242	4.04%
Quite negative	1115	18.61%
Extremely negative	4352	72.63%
Don't know	28	0.47%
Not Answered	0	0.00%

6.1 91% of respondents felt quite negative or extremely negative about using a booking system.

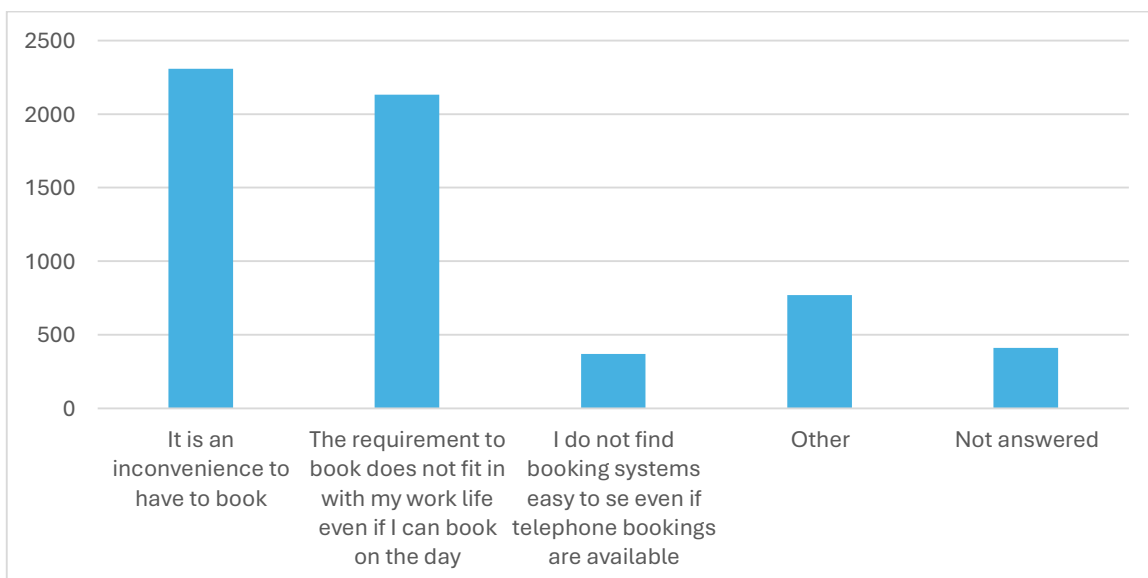
4% of respondents felt quite or extremely positive about using a booking system.

7.0 Question ten asked for the main reason from those who felt positive about a booking system (554 responses).

Option	Total	Percent
Less time spent queuing	66	1.10%
I can be sure that I will be able to access the site	120	2.00%
Less busy once on site	33	0.55%
Ensures only local residents use the site with their own waste	62	1.03%
Reduces trade waste abuse	32	0.53%
Other	241	4.02%
Not Answered	5438	90.75%

7.1 The main reasons were other, being confident that the site will be accessible, less time queuing and ensures only local residents use the site.

8.0 Question eleven asked for the main reason from those who felt negative about a booking system (5581 responses).



8.1 The main reasons were that it would be an inconvenience to have to book, booking would not fit in with work/life demands, other and not finding booking systems easy to use.

9.0 Emails received by the consultation inbox

9.1 Below is an overview of the responses sent into the consultation email grouped by subject. Some responses covered more than one subject area.

Content of response	Percentage of emailed responses	How this response has been considered
24 responders didn't like the consultation questions saying that they saw them as being biased in favour of a booking system or the format of the consultation.	31%	The consultation ran for a full 8 weeks and was hosted on the Citizen Space platform. The questions were internally reviewed including by the ESCC Communications team. A dedicated email address was made available for residents to provide comment on the proposal.
21 responders wanted bicycle access maintained at the sites where it is available.	27%	Bicycle access – where available - would be retained, however the consultation did not make that point clear enough.
19 responders said they did not encounter queues when visiting a household waste site so a booking system isn't needed.	24%	The likelihood of queuing can vary greatly across the network and at different times of day / week / year. We do know that queuing is an issue at certain sites and at certain times of year. Not everyone is able to visit at quieter times, which tend to be midweek.
13 responders thought that a booking scheme will lead to increased flytipping.	17%	A 2023 report commissioned by the Department for Environment, Food and Rural Affairs (DEFRA) concluded there is no evidence of a rise in fly-tipping linked to the introduction of booking schemes. Our neighbours in Kent and West Sussex did not see an increase in fly tipping after introducing their booking systems.
9 responders said that they wanted the HWRS network left to function as it does currently.	10%	These proposals, whilst providing the benefits to residents outlined in the main report paper, have also come forward in order to help meet some of the savings needed by ESCC.
3 responders thought any booking scheme should be applied in a limited format i.e. just to some	4%	Other authorities who operate booking systems tell us they are best rolled out across whole networks. This reduces the likelihood of people

sites and / or at particular times of the year.		avoiding sites with a booking system and possibly making longer journeys rather than visiting their local site.
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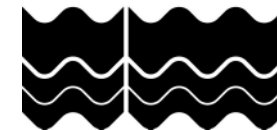
10.0 Organisations making formal consultation responses

- Crowborough Town Council
- Lewes District Council
- Telscombe Town Council
- Age UK
- Piddinghoe Parish Council
- Withyham Parish Council
- Mayfield and Five Ashes Parish Council
- Cycle Lewes

11.0 Representations and complaints received by the Lead Member and Leader of the council

10.1 During and after the consultation process there were a total of 9 messages of objection sent directly to Lead Member and the Leader of the council regarding the booking system proposal.

10.2 A petition with 2,276 signatures, detailed in the main report, was sent directly to the waste team inbox by the Lewes Liberal Democrats group.



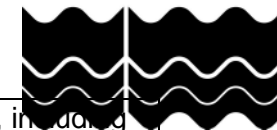
Appendix 3

Lead Member for Transport and Environment, February 2025

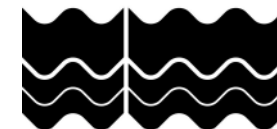
Proposed implementation of a booking system at Household Waste Recycling Sites

Equality Impact Analysis Template

Title of Project/Service/Policy	Household Waste Recycling Sites (HWRS) – booking system
Team/Department	Waste Team
Directorate	Communities, Economy and Transport
Provide a comprehensive description of your proposal including its Purpose and Scope	<p>Waste is managed in the county across the two tiers of local government. The District and Borough Councils are the Waste Collection Authorities (WCAs) who arrange for waste and recycling to be collected from residents. East Sussex County Council (ESCC) is a Waste Disposal Authority (WDA) and provides sites for the WCAs and residents to deliver waste and recycling to. ESCC is responsible for providing Household Waste Recycling Sites (HWRSs) which residents use to dispose of their household waste.</p> <p>The network of ten sites in East Sussex is a popular service with residents. The sites receive over 1 million visits per year and handle about a quarter of the total waste that East Sussex residents produce. The sites also recycle compost or reuse almost 60% of the materials that are brought to them by residents and provide containers for up to 36 different materials.</p> <p>Our sites are busy and have been getting busier. Between March 2023 and April 2024, we served over 1.2m visits. So far this year we've seen 6.8% increase in site visits across all locations compared to 2023/24. Maresfield has seen the biggest increase in site visits with an increase of 18.8%.</p> <p>We think a booking system will help some site-specific issues. For example, our site at Eastbourne has a problem where a small number of visitors insist on parking illegally outside the site before it opens, so they can be first in. This blocks the highway and causes difficulties for our neighbours. We think a booking system would remove the motive for this kind of behaviour and improve the current situation</p>



	<p>Around 50% of Councils in England now operate some sort of booking system for their HWRS, including West Sussex, Hampshire, Kent and West Berkshire.</p> <p>Where booking systems have been implemented at neighbouring authorities, users' feedback has been broadly similar: most users like the benefits of the scheme and say they would prefer to keep it.</p> <p>Councils that started using booking systems a few years ago have been able to improve the user experience which later adopters are now able to utilise from day one including options such as:</p> <ul style="list-style-type: none"> • the ability to book visits on the same day • improved bookings via website, mobile applications and telephone • the ability to visit multiple times in one day to help with busy times, e.g. moving house <p>We would want to include these convenient options as standard if we introduced a booking system. When we have looked at how other Councils across the country are approaching how customers access HWRSs, it is clear that many see the benefits of using a booking system and wish to continue operating one or consider the introduction of one in the future.</p>
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Initial assessment of whether your project requires an EqlA

When answering these questions, please keep in mind all legally protected equality characteristics (sex/gender, gender reassignment, religion or belief, age, disability, ethnicity/race, sexual orientation, marriage/civil partnership, pregnancy and maternity) of the people actually or potentially receiving and benefiting from the services or the policy.

In particular consider whether there are any potential equality related barriers that people may experience when getting to know about, accessing or receiving the service or the policy to be introduced or changed.

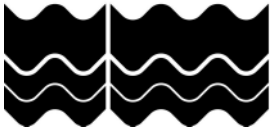
Discuss the results of your Equality assessment with the Equality Lead for your department and agree whether improvements or changes need to be made to any aspect of your Project.

	Question	Yes	No	Don't Know
1	Is there evidence of different needs, experiences, issues or priorities on the basis of the equality characteristics (listed below) in relation to the service or policy/strategy area?	✓		
2	Are there any proposed changes in the service/policy that may affect how services are run and/or used or the ways the policy will impact different groups?	✓		
3	Are there any proposed changes in the service/policy that may affect service-users/staff/residents directly?	✓		
4	Is there potential for, or evidence that, the service/policy may adversely affect inclusiveness or harm good relations between different groups of people?		✓	
5	Is there any potential for, or evidence that any part of the service/aspects of the policy could have a direct or indirect discriminatory effect on service-users/staff/residents ?		✓	
6	Is there any stakeholder (Council staff, residents, trade unions, service-users, VCSE organisations) concerned about actual, potential, or perceived discrimination/unequal treatment in the service or the Policy on the basis of the equality characteristics set out above that may lead to taking legal action against the Council?		✓	
7	Is there any evidence or indication of higher or lower uptake of the service by, or the impact of the policy on, people who share the equality characteristics set out above?		✓	

If you have answered “YES” or “DON’T KNOW” to any of the questions above, then the completion of an EqlA is necessary.

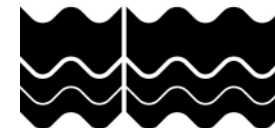
The need for an EqlA will depend on:

- How many questions you have answered “yes”, or “don’t know” to;
- The likelihood of the Council facing legal action in relation to the effects of service or the policy may have on groups sharing protected characteristics; and



- The likelihood of adverse publicity and reputational damage for the Council.

Low risk	Medium risk	High risk
X		



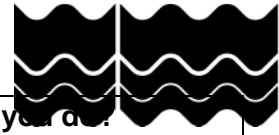
1. Update on previous EqlAs and outcomes of previous actions (if applicable)

What actions did you plan last time? (List them from the previous EqlA)	What improved as a result? What outcomes have these actions achieved?	What <u>further</u> actions do you need to take? (add these to the Action Plan below)
New proposal – no previous EqlA available		

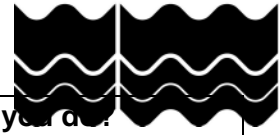
2. Review of information, equality analysis and potential actions

Consider the actual or potential impact of your project (service, or policy) against each of the equality characteristics.

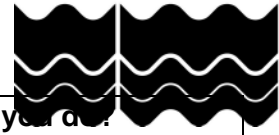
Protected characteristics groups under the Equality Act 2010	What do you know? Summary of data about your service-users and/or staff	What do people tell you? Summary of service-user and/or staff feedback	What does this mean? Impacts identified from data and feedback (actual and potential)	What can you do? All potential actions to: <ul style="list-style-type: none"> • advance equality of opportunity, • eliminate discrimination, and • foster good relations
Age	<p>From our 2022 HWRS Customer Satisfaction Survey, 54% of site users are aged 45-74 years of age.</p> <p>15% of users are 75+</p> <p>Under 16's are prohibited from using sites due to Health & Safety concerns.</p>	<p>From our 2022 HWRS Customer Satisfaction Survey 96.4% were either 'Very Satisfied' or 'Fairly Satisfied' with their overall experience of using a HWRS within our network.</p>	<p>A booking system will require residents to actively make a booking via some sort of telecommunications technology – smartphone, PC, laptop, landline telephone. We want to avoid digital exclusion</p> <p>Whereas just 9% of mobile phone users aged 55 to 64 years used a smartphone in 2012, this number rose to over 90 percent by 2023. 71% of 65's and over now also use a smartphone Smartphone usage UK</p> <p>As of 2018, 85% of households had a landline. This has declined from a peak of 95% between 1998-2000 when fixed-line telephony started losing</p>	<p>Booking system applications are typically available 24/7 allowing residents to make bookings at any time of day via smartphones, PCs and laptops.</p> <p>For those unable to access the internet, we will look to utilise telephone capabilities so residents can call to make a booking.</p>



Protected characteristics groups under the Equality Act 2010	What do you know? Summary of data about your service-users and/or staff	What do people tell you? Summary of service-user and/or staff feedback	What does this mean? Impacts identified from data and feedback (actual and potential)	What can you do? All potential actions to: • advance equality of opportunity, • eliminate discrimination, and • foster good relations
			<p>customers as consumers are now making telephone calls in their homes using mobile phones instead of telephones.</p> <p>For period April 2020 to March 2021 90% of private households in the UK had a home computer (PC or laptop) Office for National Statistics</p>	
Disability	From our 2022 HWRS Customer Satisfaction Survey, 13.2% consider themselves to have a disability	(see left)	<p>Research by RiDC (Research Institute for Disabled Consumers) shows that over a quarter of disabled people are unable to use smartphone and tablet apps (applications)</p> <p>People with disabilities account for a disproportionately large number of internet non-users and are more likely to report lower levels of confidence</p>	For those unable to access the internet, we will look to utilise telephone capabilities so residents can call to make a booking.



Protected characteristics groups under the Equality Act 2010	What do you know? Summary of data about your service-users and/or staff	What do people tell you? Summary of service-user and/or staff feedback	What does this mean? Impacts identified from data and feedback (actual and potential)	What can you do? All potential actions to: <ul style="list-style-type: none"> • advance equality of opportunity, • eliminate discrimination, and • foster good relations
Gender reassignment	No actual or potential impact identified	No actual or potential impact identified	No actual or potential impact identified	No actual or potential impact identified
Pregnancy and maternity	No actual or potential impact identified	No actual or potential impact identified	No actual or potential impact identified	No actual or potential impact identified
Race/ethnicity Including migrants, refugees and asylum seekers	No actual or potential impact identified	No actual or potential impact identified	No actual or potential impact identified	No actual or potential impact identified
Religion or belief	No actual or potential impact identified	No actual or potential impact identified	No actual or potential impact identified	No actual or potential impact identified
Sex/Gender	In a 2022 Customer Satisfaction survey of HWRS users, 54.6% identified as female whilst 43.7% identified as male	(see left)	No actual or potential impact identified	No actual or potential impact identified

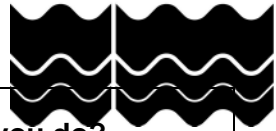


Protected characteristics groups under the Equality Act 2010	What do you know? Summary of data about your service-users and/or staff	What do people tell you? Summary of service-user and/or staff feedback	What does this mean? Impacts identified from data and feedback (actual and potential)	What can you do? All potential actions to: <ul style="list-style-type: none"> • advance equality of opportunity, • eliminate discrimination, and • foster good relations
Sexual orientation	No actual or potential impact identified	No actual or potential impact identified	No actual or potential impact identified	No actual or potential impact identified
Marriage and civil partnership	No actual or potential impact identified	No actual or potential impact identified	No actual or potential impact identified	No actual or potential impact identified
Impacts on community cohesion	No actual or potential impact identified	No actual or potential impact identified	No actual or potential impact identified	No actual or potential impact identified

Additional categories

(identified locally as potentially causing / worsening inequality)

Characteristic	What do you know?	What do people tell you?	What does this mean?	What can you do?
Rurality	From a 2022 HWRS Customer Satisfaction Survey, 80.8% of users; journey to the site was between 5 and 25mins	(see left)	There is no nationally recognised steer on the acceptable level of HWRS provision and continue to cite the National Assessment of Civic Amenity Sites (NACAS) recommendations for minimum levels of HWRC provision. The NACAS recommendation suggests a maximum driving time to a site for the great majority of residents of 20 minutes in urban areas, and 30 minutes in rural areas	Continue to aim to maintain or improve our current level of HWRS provision across East Sussex A booking system provides an increased level of assuredness that residents will be able to access a site especially if they live in a more rural area and have, perhaps, a longer journey to their site.
Carers	No actual or potential impact identified	No actual or potential impact identified	No actual or potential impact identified	No actual or potential impact identified
Other groups that may be differently affected (including but not only: homeless people, substance users, care leavers)	N/A	N/A	N/A	N/A



Characteristic	What do you know?	What do people tell you?	What does this mean?	What can you do?
<p>Assessment of overall impacts and any further recommendations - include assessment of cumulative impacts (where a change in one service/policy/project may have an impact on another)</p>				
<p>This change to the service is intended to – and likely to – reduce queues on and around the household waste site network. However, we do not want to introduce an element of digital exclusion. The ability to book a visit via a smartphone, pc or laptop is one of the scheme’s popular elements where it has been introduced elsewhere. However, we recognise that HWRS site users cover a wide demographic including this groups that do not use smartphones, pc or laptops. However, by having an ability to book a visit via telephone, this ensures those groups are not excluded from making bookings.</p>				

3. List detailed data and/or community feedback that informed your EqlA

Source and type of data (e.g. research, or direct engagement (interviews), responses to questionnaires, etc.)	Date	Gaps in data	Actions to fill these gaps: who else do you need to engage with? (add these to the Action Plan below, with a timeframe)
2022 Household Waste Site Customer Satisfaction Survey	2022	Survey asked approx. 1,000 respondents	We will continue to monitor the responses to our customer satisfaction surveys and feedback from representative groups.
2016 Household Waste Site Customer Satisfaction Survey	2016	Survey asked approx. 1,000 respondents	We will continue to monitor the responses to our customer satisfaction surveys and feedback from representative groups.

4. Prioritised Action Plan

NB: These actions must now be transferred to service or business plans and monitored to ensure they achieve the outcomes identified.

Impact identified and group(s) affected	Action planned	Expected outcome	Measure of success	Timeframe
Age	Booking methods included to avoid digital exclusion	That any booking system has accessible methods of booking visits	That all residents are able to book visits should they wish to use the service	In place for the launch of any booking scheme should ESCC determine to proceed
Disability	Booking methods included to avoid digital exclusion	That any booking system has accessible methods of booking visits	That all residents are able to book visits should they wish to use the service	In place for the launch of any booking scheme should ESCC determine to proceed
(Add more rows as needed)				