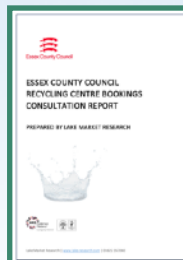
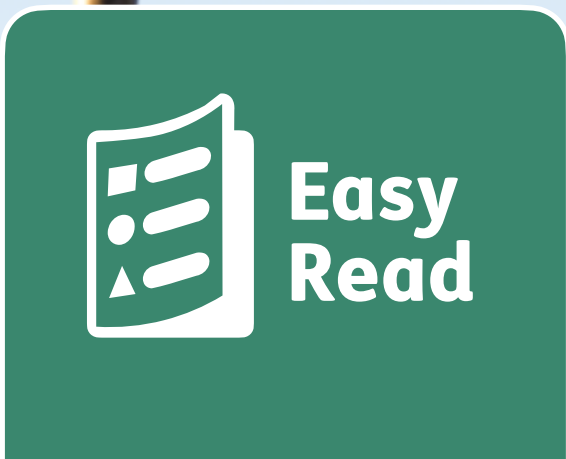




Essex County Council

Recycling Centre Bookings

What people told us



This is an Easy Read version of
the: **Essex County
Council
Recycling Centre**

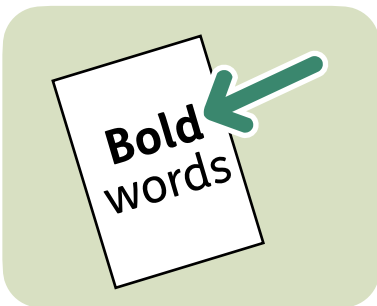
Easy Read



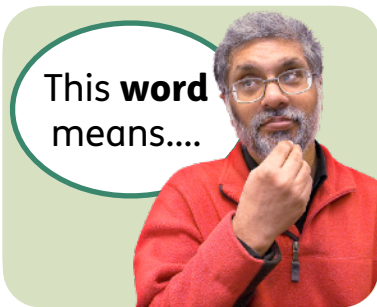
This is an Easy Read version of a report. It may not include all of the original information, but it will tell you about the important parts.



This Easy Read report uses easier words and pictures. You may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker.



These are words that some people will find hard. When you see a bold word, we will explain it in the next sentence.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

What is in this report

About this report.....	4
What we found out	6
Find out more	16

About this report



In 2022, Essex County Council started to try a new booking system for **recycling centres**.



Recycling centres are places where you can take different types of household rubbish and recycling.



We wanted people to make a booking before taking their rubbish to a recycling centre.

This was to help recycling centres:



- Be less busy.
- Give people a better service.
- Make sure rubbish is put in the right place so that more can be recycled.



In 2023, we said we wanted everyone to book before using any of the 21 recycling centres in Essex.



We explained that if you walk, cycle or have a **Blue Badge**, you will not have to book to use a recycling centre.



A **Blue Badge** helps disabled people and people with health problems park their vehicles closer to where they are going.



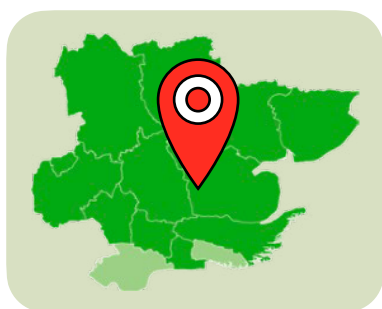
We asked people to tell us what they think about booking to use recycling centres.



This report is about what we found out.

What we found out

Most of the people who told us what they thought about booking to use recycling centres were:



- People who live in Essex.



- People who have used one of the 21 recycling centres in Essex.



Over 18,000 people took part in our main survey or Easy Read survey.



Some people also contacted us by email to tell us what they thought.

Using recycling centres and the booking system

What we asked



We asked people what vehicle they use when they go to the recycling centre.

What people said



Around 9 in every 10 people said they use a car when they go to the recycling centre.



Less than 1 in every 10 people said they use:

- A car with a trailer that hooks onto the back of their car.



- A van or pick up truck.



A small number of people said they walk or use a bicycle when they go to the recycling centre.



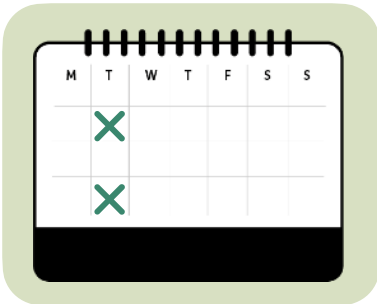
What we asked

We asked people how often they use recycling centres.



What people said

More than half of the people we asked told us they use recycling centres more than 4 times each year.



Nearly 3 out of every 10 people said they use recycling centres twice a month or more.



Just over 1 in every 10 people said they use recycling centres less than 4 times each year.

What we asked



We asked people whether they had used the booking system when visiting a recycling centre.

What people said



Nearly 9 out of every 10 people said they had booked to use a recycling centre.

Most of these people booked online.



1 in every 100 people said they had booked by phone because they prefer to use the phone, or because they did not have the internet to book online.



About 1 in every 10 people had not booked to visit a recycling centre.



Nearly half of these people said it was because they did not want to make a booking.

Car booking



What we asked

We asked if people agreed with booking before using a recycling centre in a car.

What people said



Over half of the people who answered said they agreed with booking to use a recycling centre by car.



Less than half of the people said they did not agree with booking to use a recycling centre in a car, and a few said they were unsure.



Nearly 6 in every 10 people made a comment on booking for cars.



Some people told us they had had a good experience when they used the recycling centre or the booking system had made their experience at a recycling centre better.



Some people who did not agree said that instead of asking people to book, we should try things like having different rules for bookings at different recycling centres.



Some people also said that having to book could put more people off using recycling centres.



They said this could mean less things get recycled and are thrown into normal bins or **fly-tipped** instead.



Fly-tipping is when people dump their rubbish in a place they are not allowed to, like in a field or by the road.

Van booking



There are 9 recycling centres that are big enough for larger vehicles, like vans and pick up trucks.

What we asked



We asked if people agreed with booking before using one of the 9 large recycling centres in a van or pick up truck.

What people said



More than 7 out of every 10 people agreed with booking to use a recycling centre in a van or pick up truck.



Nearly 2 in every 10 people made a comment on booking for vans and pick up trucks.



Some people told us that they had a good experience when they booked.



Some people also said that the booking system had made their experience at a recycling centre better.



Some people said we should think about what types of van or truck have to book and when.



Some people told us that they think vans have more rubbish and take longer to unload.



So some people suggested vans could be booked to use recycling centres on certain days, at certain times.



Like with booking for cars, some people said that more people could be put off using recycling centres.



They said this could mean more fly-tipping.

Other comments

What we asked



We asked people if there was anything else we should think about before making a final decision.

What people said

People suggested that some things could be better, like:



- Making it easier and quicker for staff at the recycling centres to check your booking when you arrive.



- Making booking easy for people who cannot book online.

Find out more



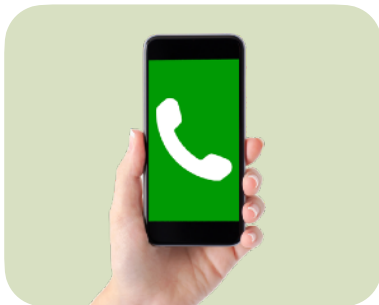
To find out more you can go to our website:

www.consultations.essex.gov.uk/rci/essex-recycling-centre-vehicle-bookings/



You can contact us by:

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