



Essex County Council

# ESSEX COUNTY COUNCIL RECYCLING CENTRE BOOKINGS CONSULTATION REPORT

PREPARED BY LAKE MARKET RESEARCH



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## EXECUTIVE SUMMARY

- In 2022, Essex County Council (ECC) started a pilot requiring users to pre-book visits to recycling centres in response to challenges of high demand at peak times (congestion, operational impacts, longer waiting times).
- In October 2023 Essex County Council published an interim evaluation of the pilot and launched a consultation with the aim of seeking views from Essex residents and other stakeholders on keeping a recycling centre booking process permanently. This report summarises the feedback received from this consultation.
- 18,123 consultees took part in the consultation via the consultation survey or Easy Read version.
- 99.7% of consultees responding selected one of the prompted recycling centres when asked which centre they typically visit. As such it should be considered that this report summarises response to the proposals from recycling centre users as opposed to Essex residents in general. In addition, the prompted list of recycling centres included both large (accepting cars and vans) and small recycling centres (accepting cars only and no construction/DIY waste). Please note these points when interpreting responses.

### USE OF RECYCLING CENTRES AND BOOKING SYSTEM

- Users of all listed recycling centres responded to the consultation (all recycling centres received 1% of consultation submissions or more). The recycling centres with the highest proportion of consultation responses is consistent with the busiest recycling centres in the county - Saffron Walden Recycling Centre, Chelmsford Recycling Centre, Braintree Recycling Centre, Colchester Recycling Centre, Harlow Recycling Centre and Clacton Recycling Centre.
- The majority of consultees indicated they use a car when visiting the recycling centre (96%). 4% indicated they use a car with a single axle trailer and 5% indicated they use a van or pick-up truck (consultees could tick all vehicle types that applied). Less than 1% indicated they used a bicycle or travelled on foot.
- Frequency of recycling centre use varies with 26% of consultees indicating they visit twice a month or more, 60% indicating they visit once a month / once every three months and 14% indicating they visit less often.
- The majority of consultees indicated they have booked to visit a recycling centre online since the process was introduced in 2022 (88%). 1% indicated they have booked the recycling centre by telephone (via ECC's contact centre). This proportion is consistent with the actual proportion of recycling centre bookings received by phone. 11% indicated they haven't used the recycling centre booking system.
- The most common reason for booking by telephone (as opposed to online) is personal preference (54% of the 1% booking via phone). Just under a quarter of this group (24%) indicated they do not have internet access at home and 18% indicated they do not have internet access on their mobile phone. 12% put forward another reason for booking by telephone.

- The most common reason for not using the booking system to date is a preference to not make / not wanting to make a booking (41% of the 11% of consultees who have not made a booking). Just under a fifth (19%) indicated they could not find an appointment at a date / time to suit their requirements / was right for them. 17% indicated they hadn't needed to visit / use a recycling centre and 7% indicated they used an alternative means of disposal / got rid of their rubbish in a different way. 16% put forward another reason for not using the booking system.

## **RESPONSE TO PROPOSALS – CAR BOOKING**

- 58% of consultees indicated they agree with the proposal to keep a booking process for cars for all recycling centres in Essex. 39% indicated they disagree with the proposal. 3% indicated they were unsure.
- Whilst over 50% of consultees agree from the majority of district areas, there are significant differences observed by the district in which the respondent lives. A comparably higher proportion of residents living in Castle Point (71%), Colchester (70%), Harlow (73%), Rochford (89%), Tendring (73%) indicated they agree with the proposal. A comparably lower proportion of residents living in Brentwood (52%), Chelmsford (50%), Epping Forest (52%) and Uttlesford (22%) indicated they agree with the proposal.
- 57% of consultees provided a free text comment on the proposal. Consultees were able to submit multiple comments. 25% of the consultees answering the question detailed the positive on-site experience encountered since the booking process was introduced (for example, queue reduction, easier experience, happier staff). 24% of the consultees answering the question noted the general process as positive (for example, generally works well, preference to keep it, allows booking at convenient times).
- 34% of the consultees answering the question indicated they would prefer no booking process and 16% commented they would like to see a more flexible approach to the booking process, such as variations across recycling centres or operational times. 19% expressed concern about the perceived impact on fly tipping and 12% believe the process has not improved the customer experience / it is inconvenient / a hassle to users. 11% commented that the booking process discourages / could discourage people to recycle / people will put such waste in domestic bins. Whilst in smaller proportions, there were also suggested improvements to the process put forward (16%) and some concerns with booking functionality (12%). 7% of those answering expressed bureaucracy concerns and use of resources concerns. 3% of those answering referenced equality impacts (elderly / vulnerable / those without internet access).

## **RESPONSE TO PROPOSALS – VAN BOOKING**

- Agreement levels with retaining a booking process for vans are high with 72% of consultees indicating they agree with the proposal to keep a booking process for vans, pick-up trucks and vehicles with double-axle trailers at van-friendly recycling centres in Essex. 14% indicated they disagree with the proposal. 14% indicated they were unsure.
- A higher proportion of consultees who visit recycling centres with a car or a car with a single axle trailer agree with the proposal to keep a booking process for vans (72% and 70% respectively).

Whilst the majority still agree (56%), a lower proportion of consultees who visit recycling centres with a trailer with more than one axle or van or pick-up truck agree with retaining a booking process permanently.

- All districts received greater than 50% agreement with this proposal. There are significant differences observed by district - A comparably higher proportion of residents living in Basildon, Castle Point, Colchester, Harlow, Rochford and Tendring indicated they agree with the proposal to keep a booking process for vans. A comparably lower proportion of residents living in Brentwood, Chelmsford, Epping Forest and Uttlesford indicated they agree with the proposal to keep a booking process for vans.
- Only 19% of consultees provided a free text comment on the proposal. Consultees were able to submit multiple comments. 15% of the consultees answering the question noted the general process being positive (for example, generally is a good idea, works well, preference to keep it, prevents abuse / misuse). 5% commented that their on-site experience is positive (reduces queues / congestion at centres).
- 27% of the consultees answering the question detailed general application of different rules for vans (for example, private use vans should be treated differently to commercial vans, vans should be required to book as they have more waste / take more time to unload, vans booking at set times / days only). 14% commented they would prefer no booking process for recycling centres and 5% commented they would like to see a more flexible approach to using the sites, such as variations across sites, operational times or vehicle type. 34% of consultees expressed concern about the perceived impact on fly tipping.

## **RESPONSE TO PROPOSALS – FURTHER COMMENTS**

- After each specific proposal, consultees were given the option to provide free text comments on anything else they would like considered around the future use of a booking system. Consultees were able to submit multiple comments. 45% of consultees provided a free text comment at this question. 24% of the consultees answering this question noted the general process being positive (for example, generally is a good idea, works well, preference to keep it, can book at convenient times). 12% commented that their on site experience is positive (reduces queues / congestion at centres / staff less stressed / happy to help).
- 28% of the consultees answering this question commented they would prefer no booking process and 10% commented they would like to see a more flexible approach to using the sites (e.g. booking only needed at weekends / peak times). 14% of consultees expressed concern with regard to the perceived impact on fly tipping and 7% of consultees believe the process has not improved the customer experience / it is inconvenient / a hassle to users. 7% of consultees commented that the process discourages / could discourage people to recycle / people will put such waste in domestic bins.
- There were also suggested improvements to the process and system put forward (15% of consultees answering the question). For example, a more straightforward / less time consuming checking process at the gate and alternative booking systems to online / provision for those unable to go online / make telephone booking easier.

# BACKGROUND AND METHODOLOGY

## BACKGROUND

In 2022, Essex County Council (ECC) started a pilot requiring users to pre-book visits to recycling centres. The pilot was introduced in response to challenges of high demand at peak times, particularly at weekends, leading to queuing and congestion, impacting neighbouring properties and the environment, and causing longer waiting times.

The purpose of the pilot was to test if introducing a booking process to smooth demand across the available opening hours would:

- Improve operational efficiency
- Reduce congestion around recycling centres
- Help manage waiting times
- Improve the customer experience
- Reduce misuse by commercial vehicles
- Encourage users to separate recyclable waste through a more positive on-site experience

A simple and accessible booking process is in place for all vehicles at all twenty-one recycling centres. Bookings can be made online or by telephone booking through the ECC Contact Centre, Monday to Friday, 8:30am to 5pm. During the pilot, pedestrians, cyclists and Blue Badge holders have been exempt from booking. Residents from nearby areas in Suffolk and Hertfordshire can also use recycling centres due to reciprocal agreements.

In October 2023 Essex County Council published an interim evaluation of the pilot and launched a consultation with the aim of seeking views from Essex residents and other stakeholders on keeping a recycling centre booking process permanently. The key points of the proposal were:

- Bookings will be required at all sites and across all opening hours.
- Bookings will be required for cars and cars with a single axle trailer.
- Bookings will be required for visits to the nine van-friendly sites in a large vehicle.
- Blue Badge holders, pedestrians and cyclists will not have to book.
- Bookings can be made online or by telephone through the ECC Contact Centre, Monday to Friday, 8:30am to 5pm.

## METHODOLOGY

The consultation was hosted on Essex County Council's consultation portal for six weeks from 9<sup>th</sup> October 2023 until 19<sup>th</sup> November 2023. The survey was publicised extensively across the county.

The primary method for responding to the consultation surveys was online via Essex County Council's consultation portal Citizen Space. For those without internet access at home, the survey was available via the 74 Essex libraries via a link on public access computers.

Alternative, non-digital means of completing the survey were provided, with paper copies or a telephone interview available on request by telephoning the ECC Contact Centre.

Alternative versions of the proposal and survey were created, with large print and Easy Read available to download from the consultation portal to print at home.

A large-scale communications plan was in place to promote the consultation. Recycling centres are a valuable part of the recycling and waste services that Essex County Council provide. Therefore, it was important to ensure that users heard about the consultation and had the chance to give their views.

Therefore, a variety of channels and platforms were targeted, with the aim of reaching as many people as possible. Key audiences included:

- residents
- Essex County Council Members
- Essex MPs
- recycling centre staff and wider ECC employees
- parish and town councils
- local press
- District, city and borough council leaders, senior officers and Members
- Essex Waste Partnership communications and contact centre teams

Paid activity was managed by an external company. The activities included four weeks of advertising on the back of buses, six weeks of 30 second commercials on various Essex radio stations, and six weeks of responsive display ads on Google and dynamic image ads on Meta (Facebook and Instagram). The consultation communications content was seen on Google over 7million times and over 1.7million times on Meta. It is estimated that the radio commercials reached 533,000 people and achieved 4.6 million impacts (opportunities to hear the adverts).

The consultation received 42 pieces of earned media coverage across 19 channels and 1 radio interview on BBC Essex. Information about the consultation was also shared in various community Facebook groups and pages.

In addition to the above paid activity and earned media coverage, a communications toolkit and campaign assets were shared with council services and local organisations to help amplify key messaging and reach different audiences throughout the consultation period. This included:

- Essex District, City and Borough Councils: websites, e-newsletters, social media
- Parish and town councils, and rural communities
- Essex Library Service: link on public access computers, digital screens, posters, flyers
- Essex County Council recycling centres: banners, flyers, email to circa. 64,000 users, pop-up message on the booking system webpage, information about the consultation included in booking confirmation emails
- social media: posts shared on other relevant channels including Love Essex, Essex is Green and Essex is United

Essex County Council channels and networks were also utilised. This included internal communication channels, departmental newsletters, social media platforms, Member and staff briefings, and a dedicated Recycling Centre Bookings news page.

The variety of channels used to promote the consultation is likely to have helped achieve the high level of responses to this public consultation.

## POINTS TO NOTE

### RESPONSE

- 18,123 responses were received via the consultation questionnaire in total. The majority of those completing the consultation identified themselves as a resident or organisation. The consultation received 17,338 responses from Essex residents, 436 responses from Essex residents with a blue badge and 219 responses from a resident from elsewhere including Southend, Thurrock, Hertfordshire, Suffolk, Cambridgeshire. 6 responses were received from business owners, 3 from organisations and 1 from a special interest group. 79 consultees identified themselves as 'other' to the pre-coded responses and the remainder chose not to identify themselves.
- Participation took place through the consultation questionnaire or Easy Read questionnaire. Responses made via each questionnaire type have been combined and presented together throughout this report. 1,665 took part via the Easy Read questionnaire.
- In addition to responses from consultation questionnaires, 84 emails were received to the consultation inbox. The contents of these emails have been reviewed by this report's author and considered alongside preparation of the themes in the open-ended consultation questionnaire.
- A survey designed by South Woodham Ferrers Council Taxpayers Association was administered outside of the formal consultation process and received 28 responses. The results of the survey were sent to Essex County Council for review. Please note they do not feature in this report.
- Please note that participation in consultations is self-selecting and this needs to be considered when interpreting responses.
- Responses to consultations do not wholly represent the wider Essex population and are reliant on awareness and propensity to take part based on the topic and interest.
- The majority of individual consultees are users of recycling centres.

### ANALYSIS

- Essex County Council was responsible for the design, promotion and collection of the consultation responses. Lake Market Research were appointed to conduct an independent analysis of feedback.
- All survey results are presented as percentages. Each chart title details the number of valid responses received to each question. Consultees could choose which questions they answered so the base size for each question will vary. This is particularly apparent when reviewing the free text responses received, whereby a smaller proportion of consultees made comments.
- The proportion of consultees answering the free text response questions is detailed at the beginning of each relevant section. Please note percentages are displayed as the percentages of consultees answering the question / providing a comment as opposed to percentages of the total number of consultees responding to the consultation. They should therefore be treated as multiple response questions and the sum of individual percentages will exceed 100%.
- The questionnaire contained a mix of single and multiple-choice questioning. Where percentages for single choice questions do not sum to 100%, this is the result of computer rounding for each response code as percentages are displayed as whole numbers. The report notes where consultees were given the option of providing more than one answer (a multiple response question).
- It should be remembered that a sample, and not the entire population of the County, has taken part in this consultation. As a result, all findings are subject to sampling tolerances, which means not all



differences are statistically significant. In our analysis we have checked for statistical significance in the percentages for all questions between all subgroups of consultees. Any subgroup differences have been analysed using appropriate statistical means to check for statistical significance by comparing percentages and also taking into account the base sizes for each subgroup. Where there are significant differences in response between subgroups, the report includes commentary to this effect. Statistical significance has been conducted at 95% confidence.

- The subgroups reviewed to identify any differences, and included in this report are age, gender, district, recycling centre used, frequency of using recycling centres, use of larger and smaller recycling centres and mode of booking visits.

## RECYCLING CENTRE USAGE PROFILE OF INDIVIDUAL CONSULTEES RESPONDING

The table below depicts the profile of consultees against the profile of recycling centre users<sup>1</sup>.

Response to the consultation broadly reflects usage data provided by Essex County Council, with the exception of a proportionately higher response from Chelmsford users (2% above user profile statistics) and Saffron Walden users (5% above user profile statistics) and a proportionately lower response from Colchester users (3% below user profile statistics).

RECYCLING CENTRE TYPICALLY VISITED	% of consultation response	Recycling centre user profile %
Braintree Recycling Centre	8%	8%
Brentwood Recycling Centre	5%	5%
Burnham-on-Crouch Recycling Centre	2%	2%
Canvey Recycling Centre	5%	6%
Chelmsford Recycling Centre	9%	7%
Chigwell Recycling Centre	2%	2%
Clacton Recycling Centre	6%	8%
Colchester Recycling Centre	8%	11%
Dovercourt Recycling Centre	2%	3%
Harlow Recycling Centre	7%	7%
Kirby le Soken Recycling Centre	2%	2%
Lawford Recycling Centre	3%	3%
Maldon Recycling Centre	4%	4%
Mountnessing Recycling Centre	3%	3%
Pitsea Recycling Centre	4%	5%
Rayleigh Recycling Centre	6%	6%
Saffron Walden Recycling Centre	12%	7%
South Woodham Ferrers Recycling Centre	5%	4%
Waltham Abbey Recycling Centre	1%	2%
West Mersea Recycling Centre	1%	2%
Witham Recycling Centre	2%	3%

<sup>1</sup> Based on profile of recycling centre users (Total number of bookings (cars) for the period March to September.

## DEMOGRAPHIC PROFILE OF INDIVIDUAL CONSULTEES RESPONDING

The tables below depict the demographic profile of individual consultees against the Essex population<sup>2</sup>. The proportion who left these questions blank or indicated they did not want to disclose this information has been included as applicable. The age profile of those responding to the consultation is somewhat older compared to the Essex population profile, with 81% aged 45 & over (compared to 48%).

GENDER	% of consultation response	Essex population %
Male	56%	51%
Female	37%	49%
Non-binary / prefer to self-describe	0.3%	0%
Prefer not to say / blank	7%	n/a

AGE	% of consultation response	Essex population %
16-24	0.3%	12%
25-34	3%	15%
35-44	9%	15%
45-54	16%	17%
55-64	26%	16%
65 & over	39%	15%
Prefer not to say / blank	7%	n/a

DISTRICT	% of consultation response	Essex population %
Basildon	5%	12%
Braintree	8%	10%
Brentwood	7%	5%
Castle Point	5%	6%
Chelmsford	14%	12%
Colchester	11%	13%
Epping Forest	5%	9%
Harlow	5%	6%
Maldon	6%	4%
Rochford	5%	6%
Tendring	12%	10%
Uttlesford	13%	6%
Another neighbouring county / other	1%	n/a
Prefer not to say / blank	3%	n/a

<sup>2</sup> Based on population estimates for Essex County Council (excluding Southend and Thurrock). Age proportions have been recalculated to exclude those aged under 16.

<b>ETHNICITY</b>	<b>% of consultation response</b>	<b>Essex population %</b>
White British	84%	85%
White Irish	1%	1%
White other background	2%	4%
Black or Black British African	0.4%	2%
Black or Black British Caribbean	0.2%	0.5%
Mixed White / Black African	0.1%	0.4%
Mixed White / Black Caribbean	0.1%	0.7%
Asian or Asian British Pakistani	0.1%	0.5%
Asian or Asian British Indian	0.4%	2%
Asian or Asian British Other	0.3%	1%
Mixed White / Asian	0.2%	1%
Chinese	0.1%	0%
Mixed other	0.2%	1%
Other ethnic group	1%	1%
Prefer not to say / blank	10%	n/a

<b>RELIGION / FAITH</b>	<b>% of consultation response</b>	<b>Essex population %</b>
Christian	47%	48%
Muslim	0.3%	2%
Hindu	0.2%	1%
Buddhist	0.3%	0.4%
Sikh	0.1%	0.2%
Jewish	0.4%	0.5%
Other religion	0%	6%
None	31%	42%
Not sure	1%	n/a
Prefer not to say / blank	20%	n/a

<b>CARER</b>	<b>% of consultation response</b>	<b>Essex population %</b>
Yes	8%	9%
No	82%	91%
Prefer not to say	10%	n/a

<b>DISABILITY / IMPAIRMENT</b>	<b>% of consultation response</b>	<b>Essex population %</b>
No impairment	69%	77%
Physical impairment	7%	33%
Hearing impairment / deaf	5%	
Mental health needs	1%	
Visual impairment / blind	0.5%	
Autism spectrum disorder	1%	
Learning difficulties / disabilities	0.3%	
Deaf / blind	0%	
Drug or alcohol addition	0.1%	
Other	2%	
Prefer not to say / blank	14%	

# USE OF RECYCLING CENTRES

## RECYCLING CENTRE TYPICALLY VISITED

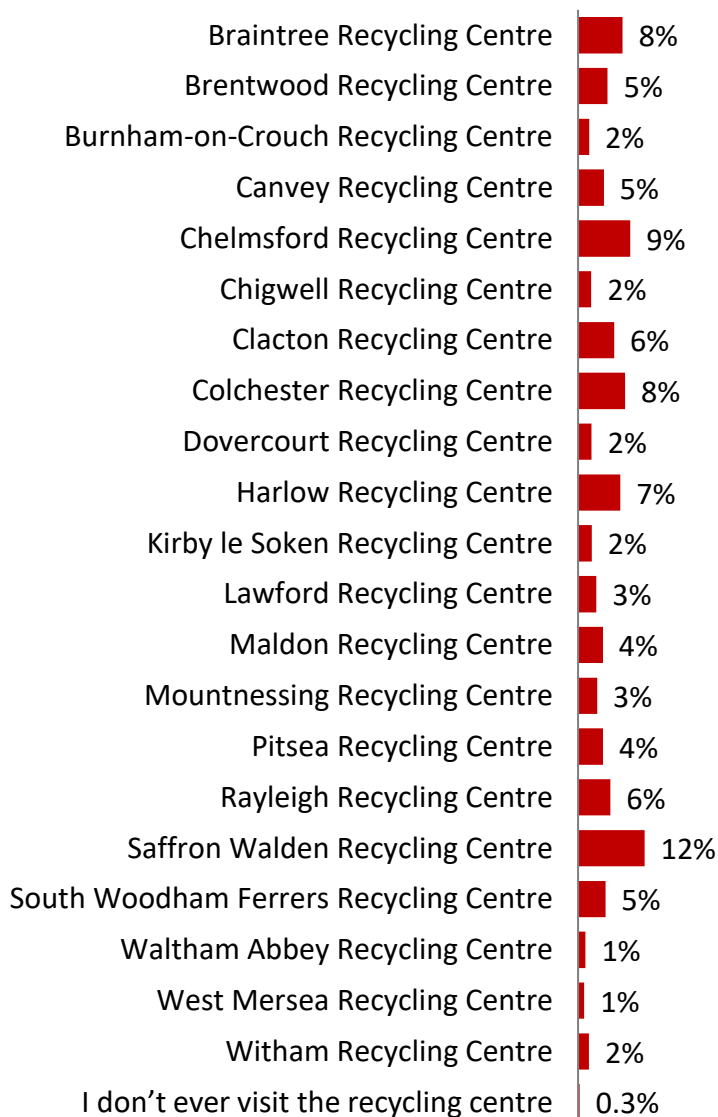
All consultees were asked which recycling centre they typically visit from a prompted list of both large (accepting cars and vans) and small recycling centres (accepting cars only and no construction/DIY waste). 99.7% of consultees responding indicated they typically visit one of the recycling centres listed.

Consultation responses were received from users of all listed recycling centres (all recycling centres received 1% of consultation submissions or more). The recycling centres with the highest proportion of responses are consistent with the busiest recycling centres in the County and are as follows:

- Saffron Walden Recycling Centre – 12%
- Chelmsford Recycling Centre – 9%
- Braintree Recycling Centre – 8%
- Colchester Recycling Centre – 8%
- Harlow Recycling Centre – 7%
- Clacton Recycling Centre – 6%

### ***Which recycling centre do you typically visit?***

*Base: all consultees answering (18,079), single response question*



**Supporting data table (single response question)**

Braintree Recycling Centre	8%
Brentwood Recycling Centre	5%
Burnham-on-Crouch Recycling Centre	2%
Canvey Recycling Centre	5%
Chelmsford Recycling Centre	9%
Chigwell Recycling Centre	2%
Clacton Recycling Centre	6%
Colchester Recycling Centre	8%
Dovercourt Recycling Centre	2%
Harlow Recycling Centre	7%
Kirby le Soken Recycling Centre	2%
Lawford Recycling Centre	3%
Maldon Recycling Centre	4%
Mountnessing Recycling Centre	3%
Pitsea Recycling Centre	4%
Rayleigh Recycling Centre	6%
Saffron Walden Recycling Centre	12%
South Woodham Ferrers Recycling Centre	5%
Waltham Abbey Recycling Centre	1%
West Mersea Recycling Centre	1%
Witham Recycling Centre	2%
I don't ever visit the recycling centre	0.3%

### **Subgroup significant differences**

Whilst the proportion of consultees aged 55 & over responding is high across all recycling centres, some significant differences were observed:

- A comparably higher proportion of consultees who indicated they visit Chelmsford Recycling Centre (33%), Chigwell Recycling Centre (30%), Harlow Recycling Centre (31%), Pitsea Recycling Centre (31%) and Waltham Abbey Recycling Centre (29%) are aged 35-54.
- A comparably higher proportion of consultees who indicated they visit Canvey Recycling Centre (71%), Clacton Recycling Centre (79%), Dovercourt Recycling Centre (71%), Kirby le Soken Recycling Centre (79%), Lawford Recycling Centre (74%), Maldon Recycling Centre (70%), Mountnessing Recycling Centre (73%), West Mersea Recycling Centre (75%) are aged 55 & over.

<b>% AGE BY RECYCLING CENTRE (sum of percentages may not equal 100% due to rounding)</b>	<b>Aged 16-34</b>	<b>Aged 35-54</b>	<b>Aged 55 &amp; over</b>
Braintree Recycling Centre	4%	27%	65%
Brentwood Recycling Centre	2%	22%	69%
Burnham-on-Crouch Recycling Centre	4%	24%	68%
Canvey Recycling Centre	3%	22%	71%
Chelmsford Recycling Centre	6%	33%	56%
Chigwell Recycling Centre	3%	30%	62%
Clacton Recycling Centre	3%	15%	79%
Colchester Recycling Centre	6%	28%	61%
Dovercourt Recycling Centre	4%	21%	71%
Harlow Recycling Centre	3%	31%	62%
Kirby le Soken Recycling Centre	2%	15%	79%
Lawford Recycling Centre	3%	20%	74%
Maldon Recycling Centre	3%	22%	70%
Mountnessing Recycling Centre	1%	20%	73%
Pitsea Recycling Centre	5%	31%	60%
Rayleigh Recycling Centre	3%	26%	68%
Saffron Walden Recycling Centre	3%	25%	65%
South Woodham Ferrers Recycling Centre	5%	27%	62%
Waltham Abbey Recycling Centre	3%	29%	62%
West Mersea Recycling Centre	1%	21%	75%
Witham Recycling Centre	6%	22%	68%

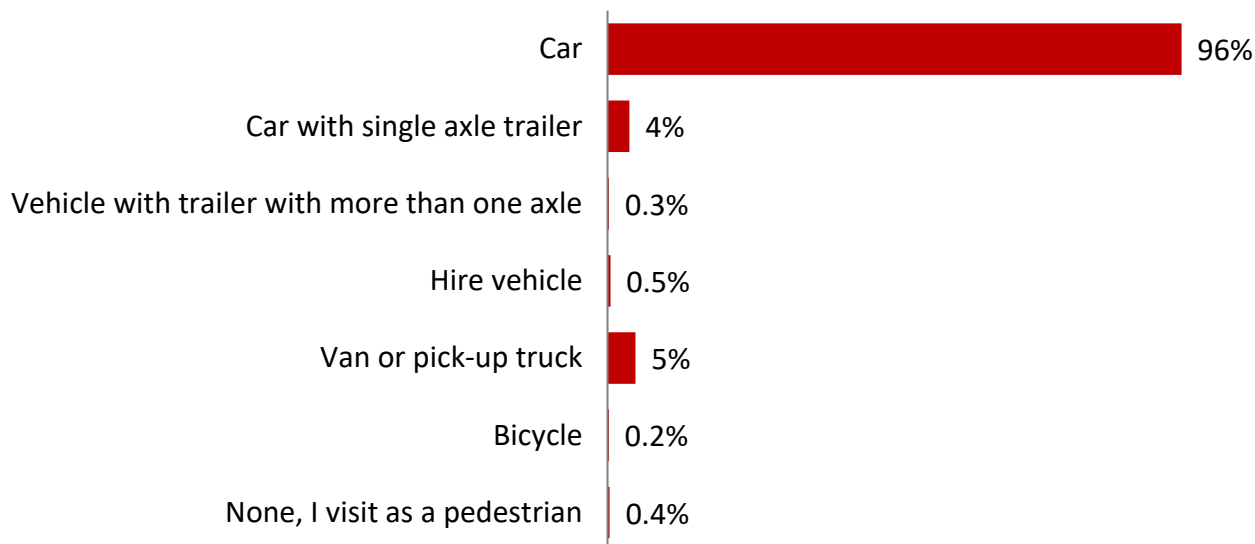


## TYPE OF VEHICLE USED WHEN VISITING RECYCLING CENTRE

The vast majority indicated they use a car when visiting the recycling centre (96%). 4% indicated they use a car with a single axle trailer and 5% indicated they use a van or pick-up truck. Multiple responses were allowed.

### ***When visiting the recycling centre, what type of vehicle do you use?***

*Base: all consultees answering (18,055), multiple response question*



#### **Supporting data table (multiple response question)**

Car	96%
Car with single axle trailer	4%
Vehicle with trailer with more than one axle	0.3%
Hire vehicle	0.5%
Van or pick-up truck	5%
Bicycle	0.2%
None, I visit as a pedestrian	0.4%

### ***Subgroup significant differences***

Whilst the proportion of consultees using a car is high across users of all recycling centres, some significant differences were observed:

- A higher proportion of consultees who indicated they visit Burnham-on-Crouch Recycling Centre (9%), Dovercourt Recycling Centre (8%) and West Mersea Recycling Centre (12%) use a vehicle with single axle trailer.
- A higher proportion of consultees who indicated they visit Braintree Recycling Centre (9%), Clacton Recycling Centre (8%), Maldon Recycling Centre (10%) and Pitsea Recycling Centre (11%) use a van or pick-up truck / vehicle with more than one axle / hire vehicle. These trends are consistent with the vehicle types accepted as these centres, i.e. large vehicles.

<b>% VEHICLE USED BY RECYCLING CENTRE (multiple response question)</b>	<b>Car</b>	<b>Vehicle with single axle trailer</b>	<b>Van or pick-up truck / vehicle with trailer with more than one axle / hire vehicle</b>
Braintree Recycling Centre	94%	5%	9%
Brentwood Recycling Centre	97%	2%	6%
Burnham-on-Crouch Recycling Centre	97%	9%	4%
Canvey Recycling Centre	99%	3%	2%
Chelmsford Recycling Centre	98%	2%	6%
Chigwell Recycling Centre	99%	0%	2%
Clacton Recycling Centre	93%	6%	8%
Colchester Recycling Centre	96%	4%	7%
Dovercourt Recycling Centre	97%	8%	1%
Harlow Recycling Centre	97%	2%	8%
Kirby le Soken Recycling Centre	98%	3%	1%
Lawford Recycling Centre	97%	4%	1%
Maldon Recycling Centre	93%	5%	10%
Mountnessing Recycling Centre	98%	3%	2%
Pitsea Recycling Centre	95%	2%	11%
Rayleigh Recycling Centre	98%	3%	1%
Saffron Walden Recycling Centre	97%	4%	5%
South Woodham Ferrers Recycling Centre	98%	3%	3%
Waltham Abbey Recycling Centre	98%	1%	2%
West Mersea Recycling Centre	94%	12%	2%
Witham Recycling Centre	97%	4%	2%

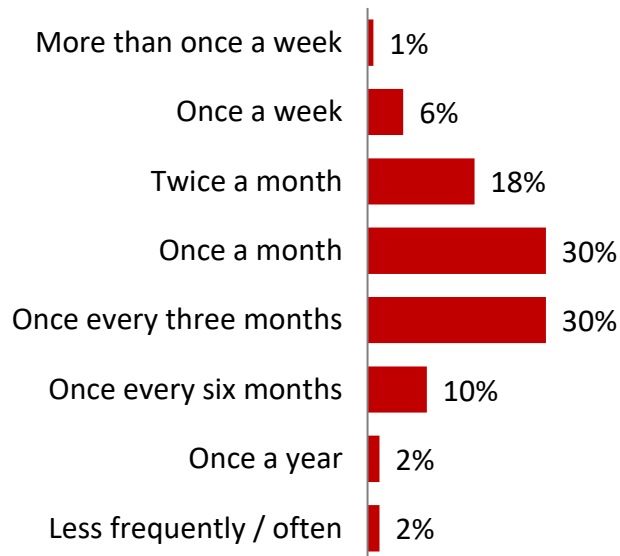
## FREQUENCY OF VISITING RECYCLING CENTRE TYPICALLY VISITED

Consultees frequency of recycling centre use varies with 26% indicating they visit twice a month or more, 60% indicating they visit once a month / once every three months and 14% indicating they visit less often. The most common frequencies are once a month (30%) and once every three months (30%); 7% indicated they visit at least once a week.

### ***On average, how frequently do you visit the Recycling Centre?***

*Base: all consultees answering (17,991), single response question*

<b>Frequency net summary</b>	
Twice a month or more	26%
Once a month / once every three months	60%
Once every six months / once a year / less frequently	14%



<b>Supporting data table (sum of percentages may not equal 100% due to rounding)</b>	
More than once a week	1%
Once a week	6%
Twice a month	18%
Once a month	30%
Once every three months	30%
Once every six months	10%
Once a year	2%
Less frequently / often	2%

### **Subgroup significant differences**

Whilst the proportion of consultees visiting once a month / once every three months is high across users of all recycling centres, some significant differences were observed:

- A higher proportion of consultees who indicated they visit Burnham-on-Crouch Recycling Centre (40%), Dovercourt Recycling Centre (42%), Kirby le Soken Recycling Centre (38%), Lawford Recycling Centre (38%), Saffron Walden Recycling Centre (36%) and West Mersea Recycling Centre (59%) do so twice a month or more.
- A higher proportion of consultees who indicated they visit Braintree Recycling Centre (17%), Chelmsford Recycling Centre (21%), Chigwell Recycling Centre (22%), Colchester Recycling Centre (18%), Pitsea Recycling Centre (30%), Waltham Abbey Recycling Centre (17%) and Witham Recycling Centre (17%) do so once every six months or less often.

<b>% FREQUENCY OF VISITING BY RECYCLING CENTRE (sum of percentages may not equal 100% due to rounding)</b>	<b>Twice a month or more</b>	<b>Once a month / once every three months</b>	<b>Once every six months / once a year / less frequently</b>
Braintree Recycling Centre	19%	63%	17%
Brentwood Recycling Centre	25%	62%	13%
Burnham-on-Crouch Recycling Centre	40%	53%	8%
Canvey Recycling Centre	30%	59%	12%
Chelmsford Recycling Centre	13%	66%	21%
Chigwell Recycling Centre	20%	58%	22%
Clacton Recycling Centre	32%	60%	9%
Colchester Recycling Centre	22%	61%	18%
Dovercourt Recycling Centre	42%	50%	8%
Harlow Recycling Centre	20%	66%	14%
Kirby le Soken Recycling Centre	38%	56%	6%
Lawford Recycling Centre	38%	54%	7%
Maldon Recycling Centre	23%	63%	14%
Mountnessing Recycling Centre	31%	60%	8%
Pitsea Recycling Centre	11%	59%	30%
Rayleigh Recycling Centre	21%	66%	13%
Saffron Walden Recycling Centre	36%	56%	7%
South Woodham Ferrers Recycling Centre	31%	58%	10%
Waltham Abbey Recycling Centre	23%	60%	17%
West Mersea Recycling Centre	59%	38%	4%
Witham Recycling Centre	23%	60%	17%

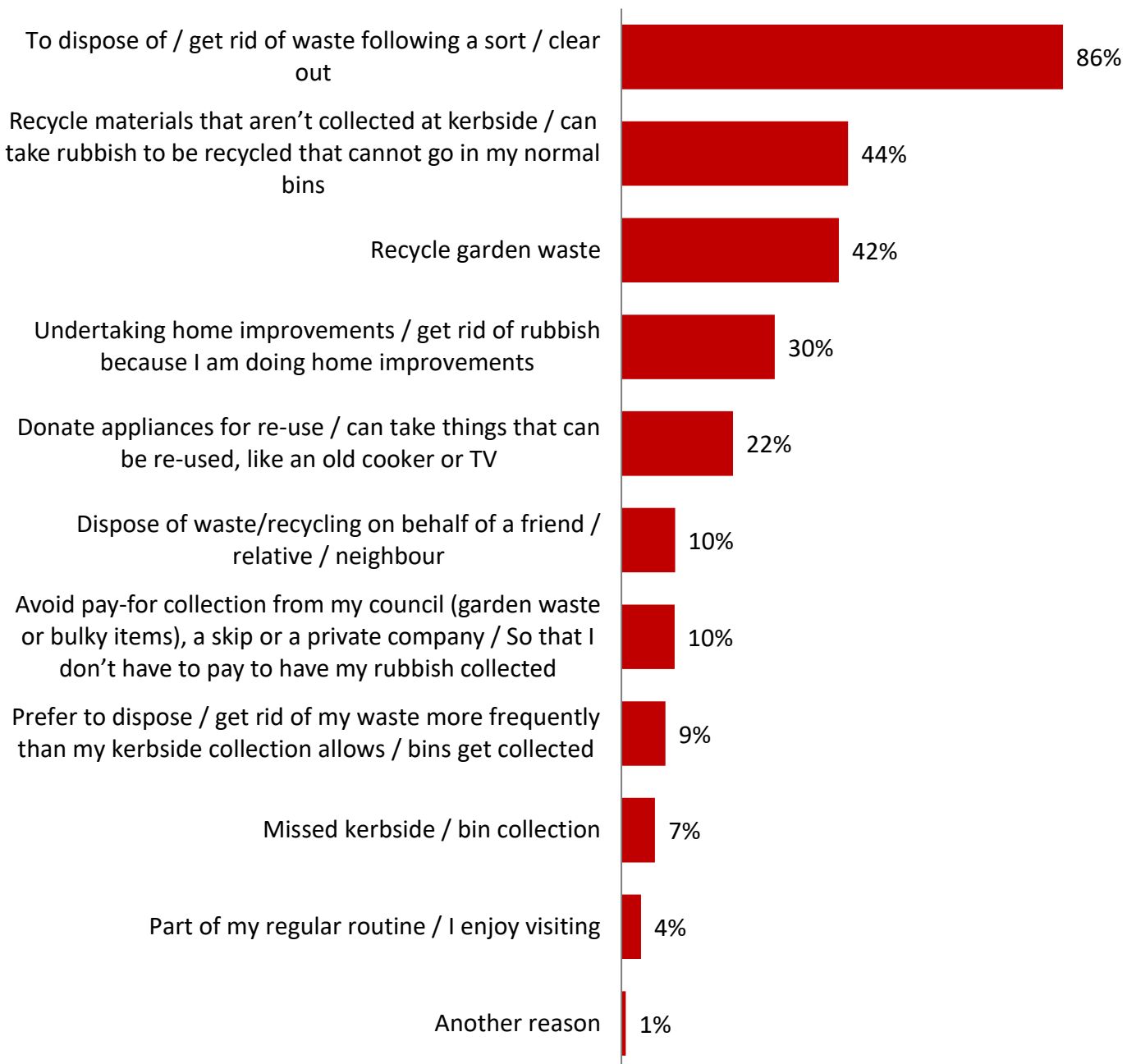
## MAIN REASONS FOR VISITING RECYCLING CENTRE TYPICALLY VISITED

The reasons consultees use recycling centres is multi-faceted; however, the most common reason is to dispose of / get rid of waste following a sort / clear out (86%). Other common uses include:

- Recycling materials that aren't collected at kerbside / can take rubbish to be recycled that cannot go in normal bins (44%)
- Recycle garden waste (42%)
- Undertake home improvements / get rid of rubbish because of doing home improvements (30%)

### ***What are the main reasons for your use of the Recycling Centre?***

*Base: all consultees answering (17,994), multiple response question*



<b>Supporting data table (multiple response question)</b>	
To dispose of / get rid of waste following a sort / clear out	86%
Recycle materials that aren't collected at kerbside / can take rubbish to be recycled that cannot go in my normal bins	44%
Recycle garden waste	42%
Undertaking home improvements / get rid of rubbish because I am doing home improvements	30%
Donate appliances for re-use / can take things that can be re-used, like an old cooker or TV	22%
Dispose of waste/recycling on behalf of a friend / relative / neighbour	10%
Avoid pay-for collection from my council (garden waste or bulky items), a skip or a private company / So that I don't have to pay to have my rubbish collected	10%
Prefer to dispose / get rid of my waste more frequently than my kerbside collection allows / bins get collected	9%
Missed kerbside / bin collection	7%
Part of my regular routine / I enjoy visiting	4%
Another reason	1%

### ***Subgroup significant differences***

Whilst the proportion of consultees citing disposing of / getting rid of waste following a sort / clear out is high across users of all recycling centres, some significant differences were observed:

- A comparably higher proportion of consultees who indicated they visit Clacton Recycling Centre (57%), Dovercourt Recycling Centre (60%), Kirby le Soken Recycling Centre (55%), Lawford Recycling Centre (61%), Saffron Walden Recycling Centre (58%) and West Mersea Recycling Centre (70%) visit to recycle garden waste.
- A comparably higher proportion of consultees who indicated they visit Braintree Recycling Centre (50%), Mountnessing Recycling Centre (50%) and Saffron Walden Recycling Centre (48%) indicated they recycle materials that aren't collected at kerbside / can take rubbish to be recycled that cannot go in normal bins.
- A comparably higher proportion of consultees who indicated they visit West Mersea Recycling Centre (28%) indicated they use it because they prefer to dispose / get rid of waste more frequently than their kerbside collection allows / bins get collected.
- A comparably higher proportion of consultees who use cars with single axle trailers visit to recycle garden waste (62%).
- A comparably higher proportion of consultees who use vehicles with trailers with more than one axle / hire vehicles / vans or pick-up trucks visit as a result of home improvements / home improvement work (48%).

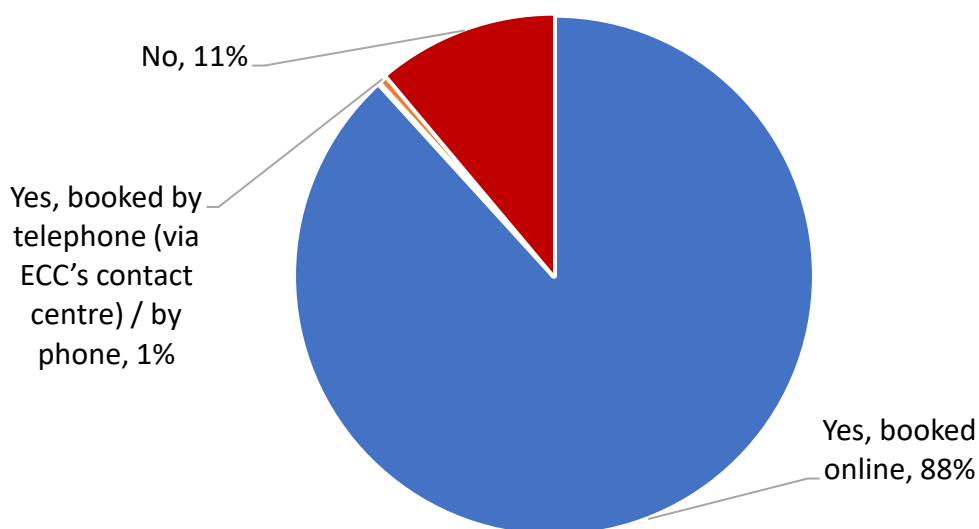
# USE OF RECYCLING CENTRE BOOKING SYSTEM

## PREVIOUS USE OF RECYCLING CENTRE BOOKING SYSTEM

The majority of consultees indicated they have booked a recycling centre visit online since the booking process was introduced in 2022 (88%). 1% indicated they have booked the recycling centre by telephone (via ECC's contact centre). 11% indicated they haven't used the recycling centre booking system.

### ***Have you used the recycling centre booking system since it was introduced in 2022?***

*Base: all consultees answering (17,969), single response question*



### Supporting data table

Yes, booked online	88%
Yes, booked by telephone (via ECC's contact centre) / by phone	1%
No	11%

### ***Subgroup significant differences***

Whilst the proportion of consultees indicating they have used the booking system online is high across residents of all districts, a comparably higher proportion of residents living in Basildon (21%), Epping Forest (15%), Uttlesford (14%) have not used the booking system (either online or via phone).

% USE OF BOOKING SYSTEM BY DISTRICT (sum of percentages may not equal 100% due to rounding)	Yes, booked online	Yes, booked by telephone	No
Basildon residents	79%	0%	21%
Braintree residents	88%	1%	12%
Brentwood residents	90%	1%	8%
Castle Point residents	92%	1%	8%

% USE OF BOOKING SYSTEM BY DISTRICT (sum of percentages may not equal 100% due to rounding)	Yes, booked online	Yes, booked by telephone	No
Chelmsford residents	87%	1%	13%
Colchester residents	89%	0%	11%
Epping Forest residents	84%	1%	15%
Harlow residents	92%	0%	8%
Maldon residents	91%	1%	9%
Rochford residents	96%	0%	4%
Tendring residents	91%	1%	8%
Uttlesford residents	85%	1%	14%

\* Base sizes are too small to report Southend and Thurrock separately.

## REASONS FOR BOOKING RECYCLING CENTRE VISIT BY TELEPHONE

All consultees who indicated that they had made a booking via telephone were asked to indicate the reason they booked in this manner.

The most common reason specified is a preference to book by telephone / phone (54%). Just under a quarter (24%) indicated they do not have internet access at home and 18% indicated they do not have internet access on their mobile phone.

***If you made your booking by telephone (via ECC's Contact Centre), what was the reason?***

*Base: all consultees answering (142), single response question*



Supporting data table (sum of percentages may not equal 100% due to rounding)	
Prefer to book by telephone / phone	45%
Don't have internet access at home / I don't have the internet at home	24%
Don't have internet access / internet on my mobile phone	18%
Something else	12%



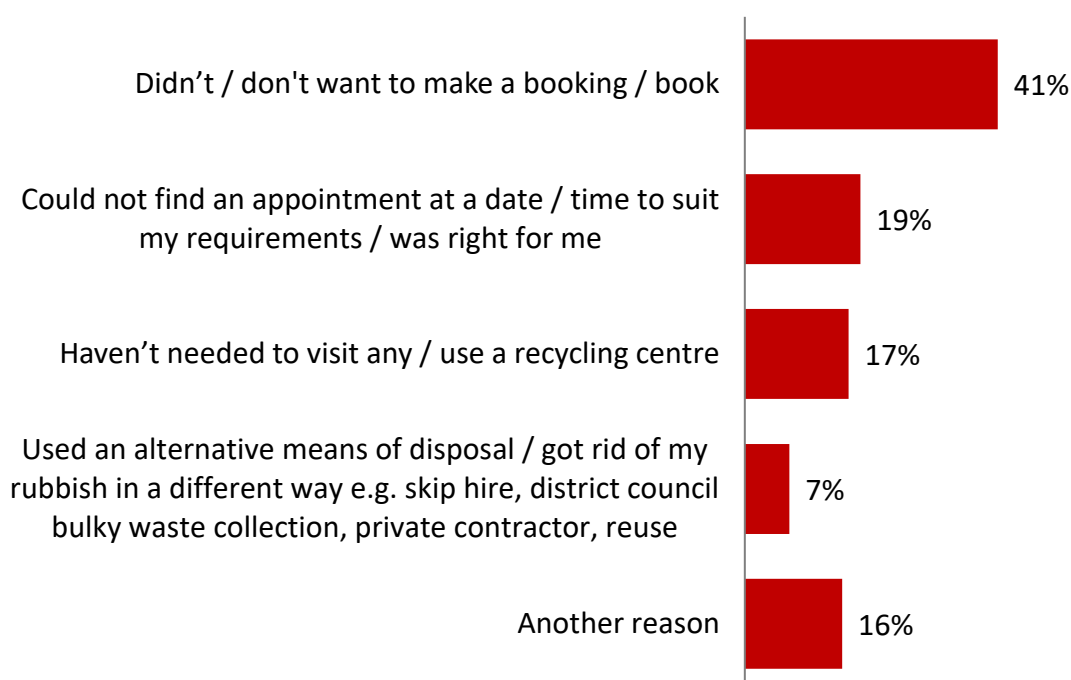
## REASONS FOR NOT USING THE RECYCLING CENTRE BOOKING SYSTEM

All consultees who indicated that they had not used the booking system were asked to indicate the reason why they hadn't used it.

The most common reason specified is a preference to not make / not wanting to make a booking (41%). Just under a fifth (19%) indicated they could not find an appointment at a date / time to suit their requirements / was right for them. 17% indicated they hadn't needed to visit / use a recycling centre and 7% indicated they used an alternative means of disposal / got rid of their rubbish in a different way.

### ***If you haven't used the recycling centre booking system, why not?***

*Base: all consultees answering (1,892), single response question*



### **Supporting data table (multiple response question)**

Didn't / don't want to make a booking / book	41%
Could not find an appointment at a date / time to suit my requirements / was right for me	19%
Haven't needed to visit any / use a recycling centre	17%
Used an alternative means of disposal / got rid of my rubbish in a different way e.g. skip hire, district council bulky waste collection, private contractor, reuse	7%
Something else	16%

### **Subgroup significant differences**

Some significant differences were observed by resident district as follows:

- A comparably higher proportion of residents living in Maldon (49%) and Uttlesford (52%) indicated they didn't want to make a booking.
- A comparable higher proportion of residents living in Colchester (26%), Harlow (29%) and Rochford (30%) indicated they could not find an appointment at a date / time that suited their requirements / was right for them.

<b>% REASONS FOR NOT USING BOOKING SYSTEM BY DISTRICT (multiple response question *)</b>	<b>Didn't / don't want to make a booking / book</b>	<b>Could not find an appointment at a date / time to suit my requirements / was right for me</b>	<b>Haven't needed to visit any / use a recycling centre</b>
Basildon residents	41%	19%	17%
Braintree residents	41%	15%	25%
Brentwood residents	43%	19%	19%
Castle Point residents	40%	20%	20%
Chelmsford residents	36%	19%	19%
Colchester residents	40%	19%	21%
Epping Forest residents	31%	26%	16%
Harlow residents	40%	13%	22%
Maldon residents	33%	29%	17%
Rochford residents	49%	23%	4%
Tendring residents	23%	30%	17%
Uttlesford residents	36%	20%	13%

\* Resident percentages for 'other reasons' are not shown in this table. Base sizes are too small to report Southend and Thurrock separately.

# PROPOSAL RESPONSE – CAR BOOKINGS FOR ALL RECYCLING CENTRES IN ESSEX

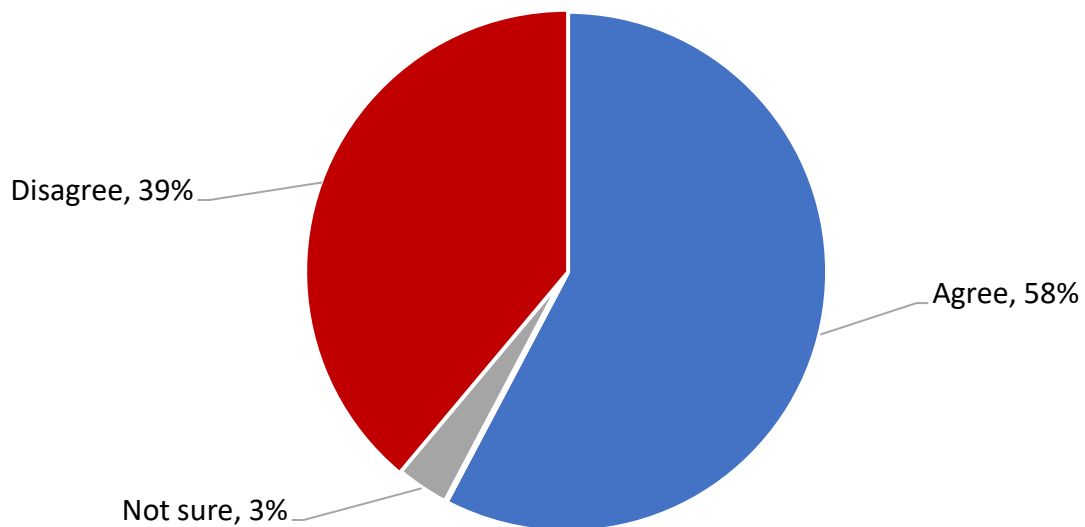
Consultees were presented with each of the proposals outlined in the consultation document and asked to indicate their level of agreement or disagreement with the proposal. Consultees were also given the opportunity to provide feedback in their own words.

This section summarises response to the proposal to keep a booking process for cars for all recycling centres in Essex, across all operating hours.

## LEVEL OF AGREEMENT WITH KEEPING A CAR BOOKING PROCESS

58% of consultees indicated they agree with the proposal to keep a booking process for cars for all recycling centres in Essex. 39% indicated they disagree with the proposal. 3% indicated they were unsure.

***Do you agree or disagree with the proposal to keep a booking process for cars for all recycling centres in Essex? Base: all consultees answering (18,086), single response question***



### Supporting data table (single response question)

Agree	58%
Not sure	3%
Disagree	39%

### **Subgroup significant differences**

Agreement levels are equal to or exceed 50% for all districts with the exception of Uttlesford. However, there are significant differences observed by resident district as follows:

- A comparably higher proportion of residents living in Castle Point (71%), Colchester (70%), Harlow (73%), Rochford (89%), Tendring (73%) indicated they agree with the proposal to keep a booking process for cars for all recycling centres in Essex.
- A comparably lower proportion of residents living in Brentwood (52%), Chelmsford (50%), Epping Forest (52%) and Uttlesford (22%) indicated they agree with the proposal to keep a booking process for cars for all recycling centres in Essex.

<b>% CAR BOOKING PROPOSAL AGREEMENT BY DISTRICT (sum of percentages may not equal 100% due to rounding)</b>	<b>Agree</b>	<b>Not sure</b>	<b>Disagree</b>
Basildon residents	64%	3%	34%
Braintree residents	56%	4%	40%
Brentwood residents	52%	5%	44%
Castle Point residents	71%	3%	26%
Chelmsford residents	50%	3%	47%
Colchester residents	70%	3%	27%
Epping Forest residents	52%	4%	44%
Harlow residents	73%	3%	24%
Maldon residents	61%	3%	36%
Rochford residents	89%	2%	9%
Tendring residents	73%	4%	24%
Uttlesford residents	22%	3%	75%

\* Base sizes are too small to report Southend and Thurrock response separately.

There are also significant differences in agreement observed by consultee usage of the booking process as follows:

- A comparably higher proportion of consultees who have used the booking system online (64%) indicated they agree with the proposal to keep a booking process for cars for all recycling centres in Essex.
- A comparably lower proportion of consultees who have used the booking system by telephone (28%) and not used the booking system (12%) indicated they agree with the proposal to keep a booking process for cars for all recycling centres in Essex.

% CAR BOOKING PROPOSAL AGREEMENT BY USE OF BOOKING SYSTEM (sum of percentages may not equal 100% due to rounding)	Agree	Not sure	Disagree
Booked online	64%	3%	33%
Booked by telephone	28%	7%	65%
Not used booking system	12%	4%	84%

Finally, agreement with the proposal to keep a booking process for cars for all recycling centres in Essex increases by age of consultee as follows:

% CAR BOOKING PROPOSAL AGREEMENT BY AGE (sum of percentages may not equal 100% due to rounding)	Agree	Not sure	Disagree
Aged 16-34	43%	4%	52%
Aged 35-44	47%	3%	51%
Aged 45-54	56%	3%	40%
Aged 55-64	60%	3%	36%
Aged 65 & over	65%	4%	31%

Consultees were given the opportunity to provide any comments they had related to the car booking proposal in their own words. Consultees were able to submit multiple comments. For the purpose of reporting, we have reviewed consultees' comments and have grouped common responses together into themes. These are reported in the tables below, together with examples of verbatim comments made by consultees. When interpreting response, it should be considered that 57% of consultees provided a comment at this question.

25% of consultees answering this question commented on the positive on-site experience encountered since the booking process was introduced (for example, queue reduction, easier experience, happier staff). 24% of consultees answering commented on the general process being positive (for example, generally works well, preference to keep it, allows booking at convenient times).

34% of consultees answering this question commented they would prefer no booking process and 16% commented they would like to see a more flexible approach to the booking process, such as variations across different sites or operating times. 19% of consultees expressed concern with regard to the perceived impact on fly tipping and 12% of consultees believe the process has not improved the customer experience / it is inconvenient / a hassle to users. 11% of consultees commented that the booking process discourages / could discourage people to recycle / people will put such waste in domestic bins. Whilst in smaller proportions, there were also suggested improvements to the process and system put forward (16%) (for example a more straightforward / less time-consuming checking process at the gate) and some concerns with booking functionality (12%).

***Is there anything else you'd like to tell us about the proposal? Coded into themes***

*Base: all consultees answering and providing a comment relevant to the question, (57% of all consultees – 10,242), multi response question*

**Positive themes raised – 25% of those answering detailed their on-site experience is positive**

**Sub level themes can be found in the table below (percentages displayed as proportion of total comments received for question):**

Has / reduces queues / congestion at centre	15%
Better / less stressful / easier experience	8%
Staff less stressed / happier / friendly / available to help	6%
Has / reduces congestion / traffic on surrounding roads	2%

“It's so much better than before. I used to queue for upwards of an hour sometimes, whilst now I can just book a time and drive in and out in 15 mins. Would never go back to the chaos that it was before.”

“I think the booking system works extremely well, there is no unnecessary queueing, and the recycling centre is never overcrowded it's so much easier having an allocated time and date to go.”

“The scheme is working well. Previously the recycling centre at Rayleigh was only accessible via a long queue which tailed back along the adjoining road, this must have been a nightmare to those living nearby. Now there is no queue and no waiting. With the new appointment system, a visit is now quick and hassle free.”

“Introduction of the booking system was the best thing to be introduced and should have been done a long time ago. Makes visiting the centre so much more convenient and the staff are able to assist more as they are not now so rushed organising the traffic. The queues were completely unacceptable prior to the booking system as Colchester only has one centre. It would be a retrograde step if the booking system was taken away.”

**Positive themes raised – 24% of those answering noted their overall experience is positive**

**Sub level themes can be found in the table below (percentages displayed as proportion of total comments received for question):**

Booking system is great / agree with it / it's a good thing / please keep it / works well	17%
Can book at convenient times / same day / avoid busy times	5%
System is better than before / big improvement	3%
Good as long as there are no limits on the number of visits / multiple visits are allowed	2%
Was against / sceptical before but it works / like it now	2%
Staff control bays better / more efficient	1%
Site / centre is cleaner / tidier now	1%
Site / centre is safer now	1%

“I was sceptical to start, but it appears to work really well just needs me to be a little bit more organised. That is not a bad thing.”

“I think the system works really well and will support the continuation of the process.”

“The current system is perfect, allows flexibility and encourages people to dispose of their waste responsibly.”

“I think the system has been a great success and would thoroughly welcome the continued use of the system.”

**Positive themes raised– 6% of those answering noted the booking system is easy to use (please note there are no sub level themes for this concern raised)**

“It has been easy to book, and I have generally been able to get an appointment.”

“Works really well, very simple booking process and easy to book at short notice.”

“I have recently retired so works well for me as don’t have to go peak times. The booking process is straightforward and easy.”

**Concerns / issues raised – 34% of those answering expressed a preference for no booking process**

**Sub level themes can be found in the table below (percentages displayed as proportion of total comments received for question):**

Disagree / not needed / worked well before / never busy anyway / worked fine before covid / scrap it / don't want it / listen to resident feedback	21%
Allow ad-hoc / last minute /quick drop / drop in / can't / don't want to forward plan / poor weather / rubbish piling up at home	17%

“The proposal has not improved the experience just adds more tension as getting to site on time and I have not had to wait long. Time previously in all the years I have lived in Essex.”

“South Woodham Ferrers site was rarely busy before booking was introduced, so don’t see why it is necessary. It was easy to just turn up with missed recycling stuff, more difficult now.”

“There was never a problem so why change something that worked for everyone to something that doesn't work for everyone.”

“Maldon has a very good long approach road to cope with any queues, if that gets full, we know we can drive on past and try again later. Maldon does not need this booking system.”

“In my opinion the booking system is unnecessary. There was not a problem before the booking was introduced. The previous system worked well and therefore requiring residents to make appointments is inconvenient and a waste of time.”

**Concerns / issues raised – 19% of those answering commented on the potential impact on fly tipping**

**Sub level themes can be found in the table below (percentages displayed as proportion of total comments received for question):**

Have seen more dumped waste on roads / surrounding areas since system was introduced / encourages fly tipping	16%
Need to show the data / has fly tipping increased / what are the recycling rates? / data is needed to back up decision	3%

“The booking process encourages fly tipping. I have noticed that it has increased in the local area and countryside near my house.”

“The system works well - but ONLY FOR PEOPLE WHO BOTHER TO BOOK. In my local area I have seen a big increase in fly-tipping of domestic items - e.g. mattress - since the booking scheme started.”

“Booking suits me, but my concern is fly tipping. Residents may not be bothered to book and dump rubbish around the area, or if turned away if they haven't booked may well dump the rubbish on the way home. This affects the area and costs a lot to clean up.”

“There has been more fly tipping in rural areas because people can't be bothered to book, which puts extra strain on the councils.”

“Whilst I am happy and able to use this system there will be those that find it further limits their access (in addition to reduced opening hours at some facilities) resulting in more fly tipping.”

**Concerns / issues raised – 16% of those answering commented on a preference for a flexible approach**

**Sub level themes can be found in the table below (percentages displayed as proportion of total comments received for question):**

Booking system is only needed at weekends / peak days / it is usually quiet during the week	9%
Not all sites need a booking system / shouldn't apply to all / not a blanket approach	8%

“I see no need for this on most days, weekends can get busy Monday to Friday there's just a normal flow of traffic I think the process does not require to be implemented.”

“I think a booking system for the weekend would be very useful, but I use it mainly in the week and it is never busy so feel the system is redundant on weekdays.”

“There appears to be little need to book online during the week as the centre is not busy. Maybe just at the weekends?”

“Chigwell is a small centre. It doesn't get busy like some of the bigger centres. Perhaps make the bigger busier centres booking only. But not all of the centres. It's stupid!”

“Prior to the booking service the Saffron Walden site was not congested during the week. There is no need for a booking service on weekdays.”



**Concerns / issues raised – 16% of those answering put forward suggested improvements to process**

**Sub level themes can be found in the table below (percentages displayed as proportion of total comments received for question):**

Need a better checking system / real time / ANPR / no print outs / ipads for staff / too time consuming at gate / proof of residency	6%
Alternative booking systems / phone / phone app / provision for those unable to go online / tele booking easier / more obvious / have an app	4%
Allow time either side of slot if turn up late (e.g. held up in traffic) / be flexible if arrive late / early	3%
Improve the booking system functionality / not loading / faulty	2%
Stricter monitoring needed (no shows / not booked / ensure verify)	1%
Better scheduling of bin / skip emptying / can end up waiting for bins to be emptied	1%

“Staff need to be more aware of people booking within the last 10 minutes, so they won’t be on the list printed earlier on in the day.”

“The people who work at the recycling centre need technology so they can see more recent bookings. They currently check cars off from a printed sheet. This is no good if you make a booking at 10am for 12pm on the same day.”

“It is extremely inconvenient to have to book online. It also discriminates against those without internet access. I like to be spontaneous and visit the recycling centre when I need to and if the weather is fine, not booking in advance and then it rains. I refuse to book online and will continue to visit on foot. The online booking system might be useful for very busy times or large recycling centres, but it is pointless at small sites e.g. West Mersea.”

“The booking process makes it the service less accessible to some users, discriminating against them, as they can’t use the telephone booking option outside of office hours.”

**Concerns / issues raised – 12% of those answering noted that their overall experience of system is negative – has not improved the customer experience / inconvenient / a hassle / annoying / benefits council not residents (please note there are no sub level themes for this concern raised)**

“While congestion and queues are lower, the inconvenience of needing to know precisely when you actually need to go to the recycle centre outweighs these.”

“Extremely inconvenient as time must be taken off from work and booking times are mostly unsuitable. Booking is also time consuming.”

“The booking system is unpractical it is difficult for me to fine a time and day that suits me, it was much easier to visit the centre when I need to.”

“It’s made it totally impossible to have a clear out and go to the tip, you have to plan and book before a clear out not always possible.”

**Concerns / issues raised – 12% of those answering noted concerns with booking calendars and capacity**

**Sub level themes can be found in the table below (percentages displayed as proportion of total comments received for question):**

Booking system inaccurate / it is often empty when it says it fully booked	5%
Sometimes unable to book last minute / same day / allow same day booking	4%
Increase the number of slots at peak times	3%
Increase the slot times / more than 15 minutes	2%

“The site is not utilised fully following the booking process and so is inefficient.”

“Whenever I visit there is always spare capacity even though the booking system is over subscribed. Either residents are booking slots and not visiting or more slots can be provided without causing queues.”

“I agree with the booking process system, but use of the site suggests that more bookings could be allowed. Frequently empty slots when I am there, and I have been on the other side of this - frustratingly unable to book a slot knowing that is probably the case on site.”

“This system only works if on the day bookings are allowed - I book about an hour before I want to go. Booking further ahead is too restrictive.”

**Concerns / issues raised – 11% of those answering expressed concern the process will reduce participation in recycling – discourages people / less likely to recycle / will put it in domestic bins / should be making recycling easy for us (please note there are no sub level themes for this concern raised)**

“Since the introduction of the booking system, I have only visited the Recycling centre only two times. The system is hindrance for people leading busy lives and have put me off from recycling more often.”

“It makes it an inconvenience and it puts me off using the services. I will just end up dumping things into black bins which probably could have been recycled at the tip.”

“Not needed in the week. Maybe weekends. Don't bother to go now. Just chuck it all in grey bin.”

**Concerns / issues raised – 7% of those answering expressed bureaucracy concerns and use of resources**

**Sub level themes can be found in the table below (percentages displayed as proportion of total comments received for question):**

Waste of resource (time / money) having someone checking people in on entry	3%
Bureaucracy / red tape / layers	3%
System is wasting (taxpayers) money	3%

“Proposal is a typical example of unnecessary bureaucracy. It wasn't broken so no need to fix it. It's about time that Essex County Council started to listen to the views of local residents, but I don't expect this will happen any time soon.”

“Needing a quick trip to the 'dump' is not something that requires planning in my view. Totally pointless bureaucracy.”

“It's pointless, it just adds admin to a process that needs no admin. Makes me visit less and I try and maximise my black bin usage.”

**Concerns / issues raised – 3% of those answering referenced equality impacts (Consider the elderly / vulnerable / non-tech savvy who are unable to use the internet) – 3% (please note there are no sub level themes for this concern raised)**

“It's very inconvenient having to book a particular time & day. My elderly parents have given up going to recycling centres as they are nervous using online tools.”

“It is good for me but for my father and father-in-law both 85 who are not computer savvy it is an impossible task.”

“The system makes it harder for elderly people who may not have online access. I appreciate you can telephone to make a booking but there is no spontaneity. You have to plan your visit.”

***Subgroup significant differences***

There are significant differences in the themes expressed by resident district as follows:

- A comparably higher proportion of residents living in Castle Point, Colchester, Harlow, Rochford and Tendring made a comment within the themes of the system being a positive experience overall and a positive experience on site.
  - A comparably higher proportion of residents living in Basildon, Braintree, Brentwood, Chelmsford, Epping Forest, Maldon and Uttlesford made a comment within the theme of having a preference for no booking process.
  - A comparably higher proportion of residents living in Brentwood, Epping Forest and Uttlesford made a comment within the theme of fly tipping concerns.
  - A comparably higher proportion of residents living in Uttlesford made a comment within the themes of the process being a negative experience / not improving the customer experience / being inconvenient and preferring a flexible approach.
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# PROPOSAL RESPONSE – VAN BOOKINGS AT VAN-FRIENDLY RECYCLING CENTRES IN ESSEX

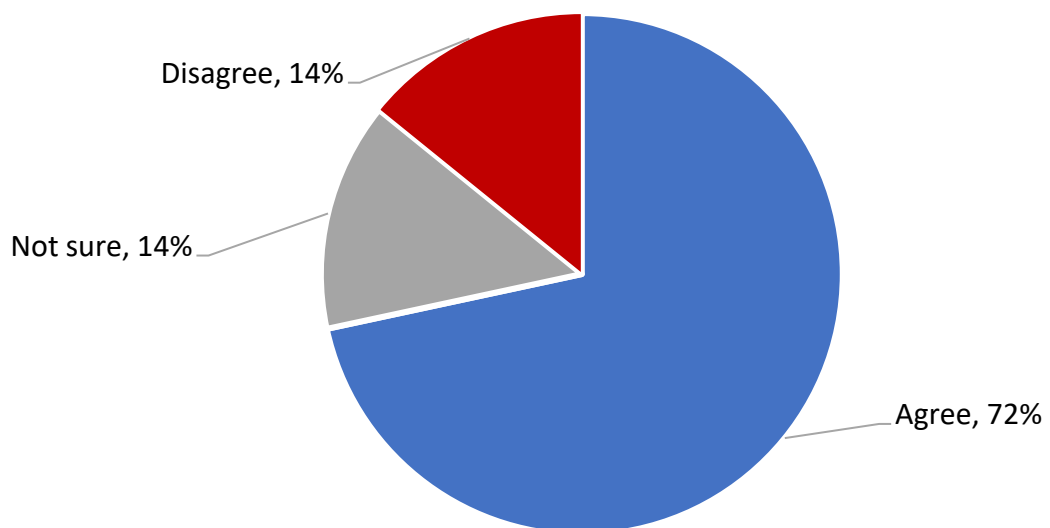
This section summarises response to the proposal to keep a booking process for vans at van-friendly recycling centres in Essex.

## LEVEL OF AGREEMENT WITH KEEPING VAN BOOKING PROCESS

Agreement levels are higher for the van booking process than those observed for keeping the car booking process with 72% indicating they agree with the proposal to keep a booking process for vans, pick-up trucks and vehicles with double-axle trailers at van-friendly recycling centres in Essex. 14% indicated they disagree with the proposal. 14% indicated they were unsure.

***Do you agree or disagree with the proposal to keep a booking process for vans, pick-up trucks and vehicles with double-axle trailers at van-friendly recycling centres in Essex?***

*Base: all consultees answering (17,411), single response question*



### Supporting data table (single response question)

Agree	72%
Not sure	14%
Disagree	14%

### ***Subgroup significant differences***

Agreement levels exceed 50% for all districts. However, there are significant differences observed by resident district as follows:

- A comparably higher proportion of residents living in Basildon (76%), Castle Point (76%), Colchester (79%), Harlow (80%), Rochford (84%), Tendring (78%) indicated they agree with the proposal to keep a booking process for vans, pick-up trucks and vehicles with double-axle trailers at van-friendly recycling centres in Essex.

- A comparably lower proportion of residents living in Brentwood (67%), Chelmsford (69%), Epping Forest (68%) and Uttlesford (54%) indicated they agree with the proposal to keep a booking process for vans, pick-up trucks and vehicles with double-axle trailers at van-friendly recycling centres in Essex.

% VAN BOOKING PROPOSAL AGREEMENT BY DISTRICT (sum of percentages may not equal 100% due to rounding)	Agree	Not sure	Disagree
Basildon residents	76%	11%	14%
Braintree residents	75%	12%	13%
Brentwood residents	67%	15%	18%
Castle Point residents	76%	13%	11%
Chelmsford residents	69%	15%	16%
Colchester residents	79%	13%	8%
Epping Forest residents	68%	14%	19%
Harlow residents	80%	10%	10%
Maldon residents	73%	13%	14%
Rochford residents	84%	12%	4%
Tendring residents	78%	12%	10%
Uttlesford residents	54%	22%	25%

\* Base sizes are too small to report Southend and Thurrock response separately.

There are significant differences in agreement observed by consultee usage of the booking system as follows:

- A comparably higher proportion of consultees who have used the booking system online (75%) indicated they agree with the proposal to keep a booking process for vans, pick-up trucks and vehicles with double-axle trailers at van-friendly recycling centres in Essex.
- A comparably lower proportion of consultees who have used the booking system by telephone (28%) and not used the booking system (12%) indicated they agree with the proposal to keep a booking process for vans, pick-up trucks and vehicles with double-axle trailers at van-friendly recycling centres in Essex.

% VAN BOOKING PROPOSAL AGREEMENT BY USE OF BOOKING SYSTEM (sum of percentages may not equal 100% due to rounding)	Agree	Not sure	Disagree
Booked online	75%	13%	12%
Booked by telephone	48%	24%	28%
Not used booking system	50%	20%	31%

There are also significant differences in agreement observed by type of vehicle used to visit recycling centres as follows:

- A comparably higher proportion of consultees who use a car to visit recycling centres (72%) and use a car with a single axle trailer to visit recycling centres (70%) indicated they agree with the proposal to keep a booking process for vans, pick-up trucks and vehicles with double-axle trailers at van-friendly recycling centres in Essex.
- A comparably lower proportion of consultees who use a vehicle with trailer with more than one axle / hire vehicle / van or pick-up truck to visit recycling centres (56%) indicated they agree with the proposal to keep a booking process for vans, pick-up trucks and vehicles with double-axle trailers at van-friendly recycling centres in Essex.

<b>% VAN BOOKING PROPOSAL AGREEMENT BY TYPE OF VEHICLE USED TO VISIT RECYCLING CENTRES (sum of percentages may not equal 100% due to rounding)</b>	<b>Agree</b>	<b>Not sure</b>	<b>Disagree</b>
Use car to visit	72%	15%	14%
Use car with single axle trailer to visit	70%	12%	18%
Use vehicle with trailer with more than one axle / hire vehicle / van or pick-up truck	56%	5%	38%

Finally, agreement with the proposal to keep a booking process for vans, pick-up trucks and vehicles with double-axle trailers at van-friendly recycling centres in Essex increases by age of consultee as follows:

<b>% VAN BOOKING PROPOSAL AGREEMENT BY AGE (sum of percentages may not equal 100% due to rounding)</b>	<b>Agree</b>	<b>Not sure</b>	<b>Disagree</b>
Aged 16-34	62%	14%	24%
Aged 35-44	66%	16%	18%
Aged 45-54	72%	13%	15%
Aged 55-64	73%	14%	13%
Aged 65 & over	76%	14%	10%

Consultees were given the opportunity to provide any comments they had related to the vans, pick-up trucks and vehicles with double-axle trailers booking proposal in their own words. For the purpose of reporting, we have reviewed consultees' comments and have grouped common responses together into themes. These are reported in the tables below, together with examples of verbatims made by consultees. When interpreting response, it should be considered that only 19% of consultees provided a comment at this question.

15% of consultees answering this question commented on the general process being positive (for example, generally is a good idea, works well, preference to keep it, prevents abuse / misuse). 5% of consultees commented that their on-site experience is positive (reduces queues / congestion at centres).

27% of consultees answering this question commented on the possibility of different rules for vans (for example, private use vans should be treated differently to commercial vans, vans booking as they have more waste / take more time to unload, vans booking at set times / days only).

14% of consultees answering this question commented they would prefer no booking process and 5% commented they would like to see a more flexible approach to using the sites (e.g. booking only needed at weekends / peak times). 34% of consultees expressed concern with regard to the perceived impact on fly tipping and 4% of consultees believe the process has not improved the customer experience / it is inconvenient / a hassle to users. 6% of consultees commented that the process discourages / could discourage people to recycle / people will put such waste in domestic bins.

***Is there anything else you'd like to tell us about the proposal? Coded into themes***

*Base: all consultees answering and providing a comment relevant to the question, (19% of all consultees – 3,092), multi response question*

**Positive themes raised – 15% of those answering noted their overall experience is positive**

**Sub level themes can be found in the table below (percentages displayed as proportion of total comments received for question):**

Booking system is a good idea / makes sense / works	12%
It prevents abuse / misuse	2%
Better than before / big improvement	1%

“This system needs to be kept for all vehicles as it keeps congestion down.”

“This makes sense as typically, these vehicles will use more space and have more waste to dispose of.”

“Totally agree with this proposal to keep vans and lorries with booking. Due to the fact that they know how much they are Loading up and they have the storage capacity to withhold the items unlike common households.”

**Positive themes raised – 5% of those answering noted their on-site experience is positive**

**Sub level themes can be found in the table below (percentages displayed as proportion of total comments received for question):**

Reduces queues / would reduce queues / congestion at centre / not too many vans on the site	3%
Better / less stressful / easier experience	1%
Quicker / spend less time at the centre	1%
Staff will have more time to help	1%

“This proposal provides more time for vans, etc to unload separately to the cars. Previously, if you queued behind one or more vans. You could be faced with a very long wait before you could dispose of a small amount!”

“With the booking system I am in and out of the recycling centre quicker and its hassle free. No queuing or long waits and no blocking the road into the recycling centre. I can also plan my day better.”

“I’ve noticed less commercial vehicles at the tip since the booking system.”

**Concerns / issues raised – 27% of those answering commented on different rules for vans**

**Sub level themes can be found in the table below (percentages displayed as proportion of total comments received for question):**

Private use vans should be allowed to use / book / big cars / SUVs / campervans / family vehicles are being classes as vans	8%
Vans should book as they have more waste / take more time to unload	6%
Vans should be able to book at set times / days only	5%
Vans should be allowed at all recycling centres / not have to travel distance to another / forcing people to drive further	3%
Commercial waste should pay a fee	3%
Should be the same process for cars and vans / same for everyone	3%
Vans should only be able to book at certain sites / designated commercial waste sites	2%

“Not all vans are commercial vehicles. Vans may not take any longer to unload than estate cars.”

“Why should I be discriminated against because I drive a truck as a daily vehicle instead of a car.”

“Booking for commercial waste would be a good idea but unfair on DIY people who rent a larger vehicle to clear projects.”

“Small vans which is used for personal purposes should be allowed entry at Kirby! It is smaller than a 4x4 which have access at Kirby Cross recycle centre.”

“Why can’t I use my van/pickup on Mersea! Absolutely infuriating rule which means I have to drive to Colchester every time I want to recycle something! Why is it ok I can drive into the Colchester site with



my type of vehicle but not Mersea! It is like you can't make things difficult enough for everyone! You never think about any of the decisions you make!"

"As a family who owns a pick-up truck that is not used for a commercial business but as a family vehicle it is inconvenient that trucks are grouped in with commercial vehicles and not allowed at certain times."

**Concerns / issues raised – 14% of those answering expressed a preference for no booking process**

**Sub level themes can be found in the table below (percentages displayed as proportion of total comments received for question):**

Disagree / not needed / worked well before / never busy anyway / worked fine before covid / scrap it / don't want it / listen to resident feedback	10%
Allow ad-hoc / last minute / quick drop / drop in / can't / don't want to forward plan / poor weather / rubbish piling up at home	5%

"At the Chelmsford recycling centre, it was never really busy and mostly you could drive straight in, and even weekends you may find a few cars in front of you, but you never had to wait long. So, when the book on-line scheme was first introduced, I could never see the advantage."

"Local recycling centres are hardly overused. Commercial waste should be accepted freely at any time. Or even for a fee."

"I haven't seen these types of vehicles at the Saffron Walden depot. I can appreciate that if, as you say, this type of vehicle takes up a lot of space, you might want to smooth out their arrival. I haven't seen them causing any problem locally."

"The recycling centre is empty most of the time, now you have to book a slot. I don't think vans and trailers unloading causes an issue for other users."

**Concerns / issues raised – 34% of those answering expressed concerns regarding potential impact on fly tipping**

**Sub level themes can be found in the table below (percentages displayed as proportion of total comments received for question):**

Have seen more dumped waste on roads / surrounding areas since system was introduced / encourages fly tipping	18%
Will prevent fly tipping if allowed access	7%
As long as system prevents / controls commercial waste users / enforcement / monitor abuse of system / have seen commercial waste being dumped	6%
As long as it doesn't increase fly tipping	2%
Need to show the data / has fly tipping increased / what are the recycling rates? / data is needed to back up decision	2%

"That we should make it easier for small businesses to dispose of rubbish/ recycling to reduce fly tipping."

"I'm confident many building workers cannot always estimate the amount of waste they will need to clear so won't be able to work with the recycling centres and waste may get fly tipped."

“These are probably the types of vehicles which are responsible for fly tipping so make it as easy as possible for them to visit recycling centre, so they are not tempted to fly tip.”

“It will no doubt cause an increase in fly tipping, I've noticed rubbish dumped roadside mostly, I suspect by rogue tradesmen but also the odd 'sack' discarded roadside.”

“If people have big loads, they should be allowed in when they want - not letting them in could result in increased fly-tipping.”

**Concerns / issues raised – 6% of those answering expressed concern the process will reduce participation in recycling – discourages people / less likely to recycle / will put it in domestic bins / should be making recycling easy for us (please note there are no sub level themes for this concern raised)**

“You shouldn't be doing anything that makes it more difficult for people to be legitimately getting rid of waste.”

“Inconvenience to residents who rely on the flexibility of being able to drop off their recyclables at a time that suits them. Pre-booking might restrict access, especially for those with unpredictable schedules or last-minute recyclable disposal needs.”

**Concerns / issues raised – 5% of those answering expressed a preference for a flexible approach**

**Sub level themes can be found in the table below (percentages displayed as proportion of total comments received for question):**

Not all sites need a booking system / shouldn't apply to all / not a blanket approach	3%
Booking system is only needed at weekends / peak days / it is usually quiet during the week	2%

“Yes, if it is the weekend. If you were open every day, it would not matter if you are booked.”

“Two days out of the week where you do not need to book online for time slots.”

**Concerns / issues raised – 4% of those answering expressed concerns regarding booking calendars and capacity**

**Sub level themes can be found in the table below (percentages displayed as proportion of total comments received for question):**

Increase the number of slots at peak times	2%
Increase the slot times / more than 15 minutes	1%
Sometimes unable to book last minute / same day / allow same day booking	1%
Booking system inaccurate - often empty when says fully booked	1%

“I would like to see more vehicles to each booking time slot as I don't think the ratio to car and vans work, and you normally have to plan any jobs well in advance to be able to book a slot. I think you could use the total about of vehicles to each time slot regardless if you're using a van or car. The issue with booking a van is these less centres that you can use. My nearest centres are Canvey or Pitsea but can only access Pitsea with a van.”

“As a non-commercial owner of a pickup I am limited by the use and times of drop off I appreciate this has to be controlled for business owners however it would be better if: More slots are available for pickups Or A system whereby you can register a personal pickup to use as a car.”

**Concerns / issues – 4% of those answering described their overall experience of system is negative – has not improved the customer experience / inconvenient / a hassle / annoying / benefits council not residents (please note there are no sub level themes for this concern raised)**

“Blooming stupid idea, can't think of anything else to spend our money on. There was never a problem in the first place.”

“These vehicles are larger and can cause congestion but if there is no booking, I'd just come back another time. No problems there.”

“Scrap the booking system, why are my rates being spent having a man sitting in a hut just to check whether I've booked total waste of money when councils are pleading poverty adds no value whatsoever.”

**Concerns / issues raised – 4% of those answering commented on the categorisation of vans**

**Sub level themes can be found in the table below (percentages displayed as proportion of total comments received for question):**

Process shouldn't apply to cars / domestic use – large commercial vans only	3%
Shouldn't apply to trailers	0.5%

“This should be the policy. Commercials and high volume should book but cars from residences paying high rates of council tax should not.”

“Some vans are commercial; some are private or hired specifically to clear their house. If commercial, then yes, a booking system makes sense as they will often have far more than a private person.”

**Concerns / issues raised – 2% of those answering expressed concern regarding bureaucracy and use of resources (please note there are no sub level themes for this concern raised)**

“Let people dispose of rubbish without stupid bureaucracy and why do the tips have cones making it so hard to park? It's totally OTT, why is it still in place.”

“Unnecessary bureaucracy. People pay for the service and this proposal is a barrier to access.”

### ***Subgroup significant differences***

There are significant differences in the themes expressed by resident district as follows:

- A comparably higher proportion of residents living in Basildon, Braintree, Colchester and Harlow made a comment within the themes of the system being a positive experience overall and a positive experience on site.
  - A comparably higher proportion of residents living in Castle Point, Maldon and Rochford made a comment within the theme of different rules for vans.
  - A comparably higher proportion of residents living in Basildon, Brentwood, Chelmsford and Epping Forest made a comment within the theme of fly tipping concerns.
  - A comparably higher proportion of residents living in Uttlesford made a comment within the theme of preferring no booking process.
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## ANYTHING ELSE TO CONSIDER ABOUT FUTURE USE OF BOOKING SYSTEM

Consultees were given the opportunity to provide any other comments that they would like considered around the future use of a booking system their own words. For the purpose of reporting, we have reviewed consultees' comments and have grouped common responses together into themes. These are reported below. When interpreting response, it should be considered that 45% of consultees provided a comment at this question and consultees were able to provide multiple comments.

The themes recorded at this question are consistent with those expressed for the car and van specific proposals and form a combination of comments reported across both questions.

24% of consultees answering this question commented on the general process being positive (for example, generally is a good idea, works well, preference to keep it, can book at convenient times). 12% of consultees commented that their on-site experience is positive (reduces queues / congestion at centres / staff less stressed / happy to help).

28% of consultees answering this question commented they would prefer no booking process and 10% commented they would like to see a more flexible approach to using the sites (e.g. booking only needed at weekends / peak times). 14% of consultees expressed concern with regard to the perceived impact on fly tipping and 7% of consultees believe the process has not improved the customer experience / it is inconvenient / a hassle to users. 7% of consultees commented that the process discourages / could discourage people to recycle / people will put such waste in domestic bins.

There were also suggested improvements to the process and system put forward (15%). For example, a more straightforward / less time-consuming checking process at the gate and alternative booking systems to online / provision for those unable to go online / make tele booking easier.

***Is there anything else you'd like to us to consider around the future use of a booking system? Coded into themes.*** Base: all consultees answering and providing a comment relevant to the question (45% of all consultees – 8,083), multi response question

### **Positive themes raised – 24% of those answering noted their overall experience is positive**

**Sub level themes can be found in the table below (percentages displayed as proportion of total comments received for question):**

Booking system is a good idea / makes sense / works	20%
Better than before / big improvement	2%
Can book at convenient times / same day / avoid busy times	2%
Good as long as there are no limits on the number of visits / multiple visits are allowed	1%
Was against / sceptical before but it works / like it now	1%
Staff control bays better / more efficient	1%
Good as long as there are no limits on the number of visits / multiple visits are allowed	1%
Site / centre is cleaner / tidier now	0.4%
Site / centre is safer now	0.4%

**Positive themes raised – 12% of those answering noted their on site experience is positive**

**Sub level themes can be found in the table below (percentages displayed as proportion of total comments received for question):**

Reduces queues / would reduce queues / congestion at centre / not too many vans on the site	6%
Staff less stressed / happier / friendly / available to help	5%
Better / less stressful / easier experience	4%
Quicker / spend less time at the centre	3%
Has / reduces congestion / traffic on surrounding roads	1%

**Positive themes raised – 3% of those answering noted the booking system is easy to use (please note there are no sub level themes for this concern raised)**

**Concerns / issues raised – 28% of those answering expressed a preference for no booking process**

**Sub level themes can be found in the table below (percentages displayed as proportion of total comments received for question):**

Disagree / not needed / worked well before / never busy anyway / worked fine before covid / scrap it / don't want it / listen to resident feedback	21%
Allow ad-hoc / last minute / quick drop / drop in / can't / don't want to forward plan / poor weather / rubbish piling up at home	8%
Often empty / underused even though booked / system inefficient	2%

**Concerns / issues raised – 15% of those answering put forward suggested improvements to process**

**Sub level themes can be found in the table below (percentages displayed as proportion of total comments received for question):**

Need a better checking system / real time / ANPR / no print outs / ipads for staff / too time consuming at gate / proof of residency	5%
Alternative booking systems / phone / phone app / provision for those unable to go online / tele booking easier / more obvious / have an app	5%
Allow time either side of slot if turn up late (e.g. held up in traffic) / be flexible if arrive late / early	2%
Stricter monitoring needed (no shows / not booked / ensure verify)	1%
Better scheduling of bin / skip emptying / can end up waiting for bins to be emptied	1%

**Concerns / issues raised – 14% of those answering expressed concerns regarding potential impact on fly tipping**

**Sub level themes can be found in the table below (percentages displayed as proportion of total comments received for question):**

Have seen more dumped waste on roads / surrounding areas since system was introduced / encourages fly tipping	10%
Need to show the data / has fly tipping increased / what are the recycling rates? / data is needed to back up decision	3%
Will prevent fly tipping if allowed access	0.4%
As long as system prevents / controls commercial waste users / enforcement / monitor abuse of system / have seen commercial waste being dumped	0.3%

**Concerns / issues raised – 10% of those answering expressed a preference for a flexible approach**

**Sub level themes can be found in the table below (percentages displayed as proportion of total comments received for question):**

Not all sites need a booking system / shouldn't apply to all / not a blanket approach	5%
Booking system is only needed at weekends / peak days / it is usually quiet during the week	5%

**Concerns / issues raised – 7% of those answering expressed concern the process will reduce participation in recycling – discourages people / less likely to recycle / will put it in domestic bins / should be making recycling easy (please note there are no sub level themes for this concern raised)**

**Concerns / issues raised – 7% of those answering described their overall experience of system is negative – has not improved the customer experience / inconvenient / a hassle / annoying / benefits council not residents (please note there are no sub level themes for this concern raised)**

**Concerns / issues raised – 5% of those answering expressed concern regarding booking calendars and capacity**

**Sub level themes can be found in the table below (percentages displayed as proportion of total comments received for question):**

Improve the booking system / website / cancellation function / booking site functionality / live updates / information / requests for assistance on site	3%
Sometimes unable to book last minute / same day / allow same day booking	2%
Increase the number of slots at peak times	1%
Increase the slot times / more than 15 minutes	1%

**Concerns / issues raised – 5% of those answering expressed concern regarding bureaucracy and use of resources**

Comments around wasting (tax payers) money / money better spent elsewhere / fixing potholes instead	3%
Bureaucracy / red tape	1%
Waste of resource (time / money) having someone checking people in on entry	1%

**Concerns / issues raised – 4% of those answering commented on different rules for vans**

**Sub level themes can be found in the table below (percentages displayed as proportion of total comments received for question):**

Shouldn't apply to cars / domestic - (large / commercial) vans only	2%
Private use vans should be allowed to use / book / big cars / SUVs / campervans / family vehicles are being classes as vans	1%
Vans should be able to book at set times / days only	0.4%
Commercial waste should pay a fee	0.2%
Vans should be allowed at all recycling centres / not have to travel distance to another / forcing people to drive further	0.1%
Should be the same process for cars and vans / same for everyone	0.1%

**Concerns / issues raised – 3% of those answering referenced equality impacts (Consider the elderly / vulnerable / non-tech savvy who are unable to use the internet) (please note there are no sub level themes for this concern raised)**

**Concerns / issues raised – 2% of those answering raised concerns that the Council had already made a decision about the future of the recycling centre process (please note there are no sub level themes for this concern raised)**

***Subgroup significant differences***

There are significant differences in the themes expressed by resident district as follows:

- A comparably higher proportion of residents living in Castle Point, Colchester, Harlow, Rochford and Tendring made a comment within the themes of the system being a positive experience overall and a positive experience on site.
- A comparably higher proportion of residents living in Brentwood made a comment within the theme of fly tipping concerns and improvement suggestions.



- A comparably higher proportion of residents living in Chelmsford and Uttlesford made a comment within the theme of preferring no booking process and a more flexible approach.
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This report was produced for Essex County Council  
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