



Essex County Council
Recycling and Waste



**Have
your say!**

9 October until 19 November 2023

**Recycling Centre Bookings
Consultation survey**

Contents

Background..... 3

Our proposal..... 3

Further information 4

The consultation process 5

Why your views matter 5

Data protection..... 5

Taking part 5

Consultation Survey 6

About you 6

Introduction..... 6

About your visit 7

Our proposals 9

Equality and diversity monitoring questions 11

Background

In 2022, Essex County Council (ECC) launched a pilot requiring users to book visits to recycling centres. It 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, as well as reducing operational efficiency and causing longer waiting times.

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

- improve operational efficiency
- reduce congestion at recycling centres
- help manage waiting times by smoothing demand across the available opening hours
- 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 21 recycling centres. Bookings can be made online via the Love Essex website www.loveessex.org/bookings or by telephone 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.

Our proposal

ECC is proposing to keep a recycling centre booking process permanently.

Key points of the proposal are:

- bookings will be required at all sites and 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 via the Love Essex website (www.loveessex.org/bookings) or by telephone through the ECC Contact Centre, Monday to Friday, 8.30am to 5pm.

To read our proposals in full or an interim evaluation report of the pilot, visit www.essex.gov.uk/recyclingcentrebookings

Further information

Essex County Council (ECC) is the Waste Disposal Authority. ECC is responsible for disposing of waste collected by the district, city and borough councils, and providing Recycling Centres for Household Waste (“recycling centres”) for residents. It operates 21 recycling centres (visit [loveessex.org/find-your-nearest-recycling-centre](https://www.loveessex.org/find-your-nearest-recycling-centre) to view a full list).

The pilot had three phases:

- **phase 1:** From February 2022, large vehicles were required to book a visit to the nine large (van-friendly) sites
- **phase 2:** From June 2022, cars were required to book a visit to Rayleigh Recycling Centre
- **phase 3:** From March 2023, all vehicles were required to book visit to all recycling centres

About the booking system

- bookings can be made online at www.loveessex.org/bookings or by calling the Essex Contact Centre, Monday to Friday, 8.30am to 5pm
- booking slots are for a single 15-minute visit for cars, 20 minutes for large vehicles
- bookings can be made with as little as 15 minutes notice or up to six weeks in advance
- the number of bookable visits is set on a site-by-site basis
- residents can cancel bookings

The consultation process

Why your views matter

We want to know what you think to help us get things right for the future management of recycling centres in Essex and understand what our proposal means for residents.

The consultation is an opportunity to have your say on the proposal to retain a booking process for recycling centres permanently. In this consultation we ask to what extent you agree the proposals for recycling centre bookings are appropriate and if there is anything else you would like to see considered.

We will review your feedback and use it to inform the final decision on whether to retain bookings in the longer term.

We want to ensure everyone who wants to have their say can do so. If you would like a large print version of this document or to discuss alternative options, please contact 0345 603 7625.

Data protection

Essex County Council is responsible for this consultation. It fully complies with information legislation. If you would like the full details of how we use personal data and your rights over its use, please visit www.essex.gov.uk/privacy or call 0345 603 7625.

Taking part

You can fill in our online feedback form at:

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

or mail a paper feedback form to:

Freepost RTKH-XUBZ-CJZS
Essex County Council
Recycling Centre Bookings Consultation
County Hall
Chelmsford CM1 1QH

If you want to help the council save money, please use a stamp and post to: Recycling Centre Bookings, Essex County Council, County Hall, Chelmsford, CM1 1QH. You may wish to keep a copy of your response to our consultation for your own records.

The consultation period opens on Monday 9 October 2023 and closes on Sunday 19 November 2023. Paper copies will be accepted by post for a further five working days, closing on Friday 24 November 2023.

Your opinions are valuable to us. Thank you for taking the time to read this and respond. Please ignore any questions that you do not wish to answer.

By completing and sending this consultation to Essex County Council, you are giving your consent for us to use the information you have provided.

Consultation Survey

About you

Introduction

1. Are you completing the consultation as:

an Essex resident

an Essex resident with a Blue Badge

a resident from elsewhere including Southend, Thurrock, Hertfordshire, Suffolk, Cambridgeshire

a business owner

a special interest group

other

if other, please specify:

2. Which recycling centre do you typically visit?

Braintree Recycling Centre

Brentwood Recycling Centre

Burnham-on-Crouch Recycling Centre

Canvey Recycling Centre

Chelmsford Recycling Centre

Chigwell Recycling Centre

Clacton Recycling Centre

Colchester Recycling Centre

Dovercourt Recycling Centre

Harlow Recycling Centre

Kirby le Soken Recycling Centre

Lawford Recycling Centre

Maldon Recycling Centre

Mountnessing Recycling Centre

Pitsea Recycling Centre

2. Which recycling centre do you typically visit? (continued)

- Rayleigh Recycling Centre
- Saffron Walden Recycling Centre
- South Woodham Ferrers Recycling Centre
- Waltham Abbey Recycling Centre
- West Mersea Recycling Centre
- Witham Recycling Centre
- I never visit the recycling centre

About your visit

**3. When visiting the recycling centre, what type of vehicle do you use?
Please select all that apply**

- car
- car with single axle trailer
- vehicle with trailer with more than one axle
- hire vehicle
- van or pick-up truck
- bicycle
- none, I visit as a pedestrian

4. On average, how frequently do you visit your recycling centre?

- more than once a week
- once a week
- twice a month
- once a month
- once every three months
- once every six months
- once a year
- less frequently

5. What are the main reasons for using your recycling centre? (select all that apply)

- to dispose of waste following a sort/clear out
- part of my regular routine/I enjoy visiting
- dispose of waste/recycling on behalf of a friend/relative/neighbour
- undertaking home improvements
- recycle garden waste
- missed kerbside collection
- prefer to dispose of my waste more frequently than my kerbside collection allows
- recycle materials that aren't collected at kerbside
- donate appliances for re-use

- avoid pay-for collection from my council (garden waste or bulky items), a skip or a private company
- other
- if other, please specify:

6. Have you used the recycling centre booking system since it was introduced in 2022?

- yes, booked online
- yes, booked by telephone (via ECC's contact centre)
- no

7. If you haven't used the recycling centre booking system, why not? Select one option

- haven't needed to visit any recycling centre
- used an alternative means of disposal e.g., skip hire, district council bulky waste collection, private contractor, reuse
- didn't/don't want to make a booking
- could not find an appointment at a date/time to suit my requirements
- other
- if other, please specify:

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

don’t have internet access at home

don’t have internet access on my mobile phone

prefer to book by telephone

other

if other, please specify:

Our proposals

Our proposal for cars

ECC is proposing to keep a booking process permanently for cars at all sites and for all opening hours.

Our evaluation of the pilot has shown the booking process has:

- improved the customer experience
- reduced congestion around sites
- helped manage waiting times by smoothing demand across the available opening hours

Creating a positive on-site experience may also encourage residents to separate recyclable waste.

More information:

Cars and cars towing a single axle trailer will be required to book

As part of this proposal, Blue Badge holders will not have to book in advance.

Residents from nearby areas in Suffolk and Hertfordshire can also use recycling centres in Essex due to reciprocal agreements.

9. Do you agree or disagree with the proposal to keep a booking process for cars visiting all recycling centres in Essex?

strongly agree

mostly agree

not sure

mostly disagree

strongly disagree

10. Is there anything else you'd like to tell us about the proposal?

Our proposal for vans, pick-up trucks and vehicles with large trailers

ECC is proposing to keep a booking process for large vehicles at van-friendly sites and for all opening hours.

Vans and large trailers take up a lot of space at recycling centres and often take a long time to unload, leading to long queues and waiting times to access sites.

Our evaluation of the pilot has shown the booking process has:

- improved the customer experience
- reduced congestion around sites
- helped manage waiting times by smoothing demand across the available opening hours

More information:

Please visit loveessex.org/bookings to read about what ECC defines as a large vehicle

Large vehicles are accepted at the following nine van-friendly recycling centres:

- Braintree Recycling Centre
- Brentwood Recycling Centre
- Chelmsford Recycling Centre
- Clacton Recycling Centre
- Colchester Recycling Centre
- Harlow Recycling Centre
- Maldon Recycling Centre
- Pitsea Recycling Centre
- Saffron Walden Recycling Centre

As part of the proposal, Blue Badge holders will not have to book in advance.

11. Do you agree or disagree with the proposal to keep a booking process for vans, pick-up trucks and vehicles with large trailers at van-friendly recycling centres?

strongly agree

mostly agree

not sure

mostly disagree

strongly disagree

12. Is there anything else you'd like to tell us about the proposal?

Final comments

13. Is there anything else that you would like us to consider around the future use of a booking system?

Equality and diversity monitoring questions

Thank you for answering the questions so far. In this final section we ask you to let us know a bit more about you, so we understand who we are hearing from. All responses are anonymous and your answers will be confidential. It is voluntary to disclose this information. If you choose not to answer these questions, it will not affect your participation.

14. Which district, city or borough council area do you live in?

- Basildon
- Braintree
- Brentwood
- Castle Point
- Chelmsford
- Colchester
- Epping Forest
- Harlow
- Maldon
- Rochford
- Tendring
- Uttlesford
- Southend
- Thurrock
- prefer not to say

14. Which Essex district, city or borough do you live in? (continued)

I live in a neighbouring county (please state)

other

if other, please specify:

15. Which age group do you belong to?

under 16

16-24

25-34

35-44

45-54

55-64

65+

prefer not to say

16. What is your gender?

male

female

non-binary

prefer to self-describe (option to state below)

prefer not to say

if you prefer to self-describe, please state below:

17. What is your ethnicity?

White British

White Irish

White Other

Gypsy / Roma

Traveller of Irish Heritage

Black or Black British African

Black or Black British Caribbean

Mixed White/Black African

17. What is your ethnicity? (continued)

- Mixed White/Black Caribbean
- Black Other
- Asian or Asian British Pakistani
- Asian or Asian British Indian
- Asian or Asian British Other
- Mixed White/Asian
- Asian Other
- Chinese
- mixed other
- not known
- prefer not to say
- other, please state:

18. What is your religion/faith?

- Christian
- Muslim
- Hindu
- Buddhist
- Sikh
- Jewish
- none
- not sure
- prefer not to say
- other, please state:

**19. Do you consider yourself to have a health condition, disability or impairment?
Please tick all that apply.**

- no impairment
- hearing impairment/deaf
- visual impairment/blind
- deafblind
- mental health needs
- drug or alcohol addiction

**19. Do you consider yourself to have a health condition, disability or impairment?
Please tick all that apply (continued)**

physical impairment

learning difficulties/disabilities

autism spectrum disorder

other (please specify)

prefer not to say

If other, please specify:

20. Are you a carer?

More information:

A carer is anyone who cares, unpaid, for a friend or family member who, due to illness, disability, a mental health problem or an addiction cannot cope without their support. Both children and adults can be carers.

yes

no

prefer not to say

This information is issued by:
Essex County Council
Recycling and Waste

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www.essex.gov.uk

The information contained in this document can be translated, and/or made available in alternative formats, on request.

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