



**Have  
your say!**

9 October until 19 November 2023

Recycling Centre Bookings  
**Booking Pilot:**  
**Interim Evaluation**

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# Executive Summary

In January 2023 Essex County Council decided to pilot a vehicle booking system for all vehicles at all Essex County Council's recycling centres from 13 March 2023 to 12 December 2023. This is an extension to the successful vehicle booking pilot carried out in 2022.

The aim of the booking system is to help manage waiting times, reduce congestion and improve the customer experience at all recycling centres.

We collected data between 17 March and 31 July 2023 to help us evaluate the pilot. We will continue collecting data and publish a Final Evaluation Report after the pilot finishes in December 2023.

## **Our Interim Evaluation has found:**

### **Overall satisfaction with the booking process is high:**

- 93% of users who filled in the user survey were satisfied or better with the overall customer experience when using the booking system
- 45% of comments were positive overall, compared with 30% of comments that were negative

### **Congestion and queueing has decreased since the booking process was introduced:**

- 93% of users who filled out the user survey were satisfied or better with the ease of access/queueing into the sites AND with traffic control and flow on site
- results from the users survey also suggest that congestion and queueing has improved during peak times
- site employees have reported that congestion on sites has eased significantly and waiting times to enter sites has reduced

### **Changing patterns in waste:**

- since the booking system was introduced, there hasn't been a significant change in the number of fly-tipping incidents reported
- since the booking system was introduced, there hasn't been a significant change in the amount of waste taken to recycling centres
- almost 20% of users who filled out the user survey said they've tried to reduce the amount of waste created or started donating items to charity

The vehicle booking pilot has not generated any additional volume of complaints in relation to the on-site operation of recycling centres.

# 1. Introduction

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. ECC operates **21 recycling centres** in Essex.

A vehicle booking process helps reduce congestion and improves operational efficiency of recycling centres. Efficient and effective waste services are critical to increasing recycling and minimising waste. The booking process also delivers on ECC’s commitment to help all our communities enjoy a ‘High Quality Environment’ and to deliver ‘Service Excellence’ in line with the **Everyone’s Essex plan**.

ECC has run the vehicle booking pilot in phases. This approach has enabled us to apply the learning from each phase before taking any decision on whether to expand the pilot. The vehicle booking pilot is broken down into the following phases:

- phase one: booking process for vans, pick-ups and large trailers at the nine van-friendly recycling centres
- phase two: booking process for all vehicles at Rayleigh recycling centre
- phase three: booking process for all vehicles at all Essex recycling centres

This interim report is evaluating phase three of the vehicle booking process. ECC previously published a **report evaluating phase one and phase two** of the vehicle booking process.

### Phase three – all sites, all vehicles

In March 2023, ECC launched phase three of the vehicle booking pilot for all vehicle types at all recycling centres. This was in response to the success of phase one and two of the pilot in 2022. Phase three of the pilot would provide a broader overview of the direct and indirect impacts of the booking process and test the impact on capacity, queuing, customer experience and recycling performance at all sites.

Phase three of the pilot included:

- large vehicles (vans, pick-ups and twin-axle trailers) that access the 9 large sites across the county
- all cars that access all recycling centres across the county

In response to feedback from users, the following changes have been made to the booking system pilot:

- cars can book a slot on the same day up to 15 minutes in advance as opposed to one day in advance
- we have increased capacity of slots at certain sites, and this remains under review
- we have published a short **'how to book' video** to make the process easier
- we have optimised the ratio of car to van booking slots at van-friendly sites - this increased booking capacity, taking the total capacity for all vehicles in peak times to more than 51,000 booking slots per week
- we tested changing the length of booking slots

During all phases of the pilot, pedestrians, cyclists and Blue Badge holders have been exempt from booking.

## 2. Implementing the booking system

### Implementation approach

Phase three of the vehicle booking pilot is running from 13 March 2023. This is for cars (all sites) and vans, pickups and large trailers at the nine van-friendly sites.

Users can book a visit to a recycling centre via the [Love Essex website](#). The process allows for hire vehicles (both cars and large vehicles). Slots can be booked for same day visits. 663,520 bookings have been made in total between 13 March and 31 July 2023.

Users can also make a telephone booking through the ECC Contact Centre, Monday to Friday, 8.30am to 5pm. Since the pilot launched in March 2023, 642 bookings have been made by telephone. This is 0.1% of total bookings for the same period.

The number of bookings available each day is set on a site-by-site basis. It is set at a level that allows for operational closures and safe operation of the sites in line with guidance published by the Health and Safety Executive and the Waste Industry Safety and Health (WISH) forum. Capacity is based on the numbers of bays for vehicles. It's also tested using historic demand on turnaround times at different sites. We have also factored in bin compaction and movements, as this requires site operatives to temporarily close sites. This is important as it can affect booking capacity.

When users book a slot, information is collected for the specific purpose of fulfilling the booking and any subsequent administration required as part of that process. All information is processed in line with data protection legislation and regulations. For full details on how Essex County Council (ECC) use, store and share the information, please see our [Privacy Notice](#).

### Implementation activities

To launch phase three of the vehicle booking pilot in March 2023, the following activities took place:

December 2022:

- weekly internal communications started going out to recycling centre employees

January 2023:

- ECC delivered promotional banners and flyers to recycling centres
- communications with users including social media, newsletter articles and press releases. More details can be found in Section 3 of this report
- ECC provided communications toolkits to district and borough councils
- ECC liaised with town and parish councils to promote the booking pilot in local newsletters

## 3. Communications

### Communications approach

Three phases of communications activity aligned with key phases of project activity (launch of communications on 30 January, launch of booking system on 13 March, feedback after 4 months):

#### 1. Launching the booking system pilot communications:

- why we are introducing bookings
- the story so far and how users can find out more
- dispelling myths around recycling centre services

#### 2. Explaining how to book:

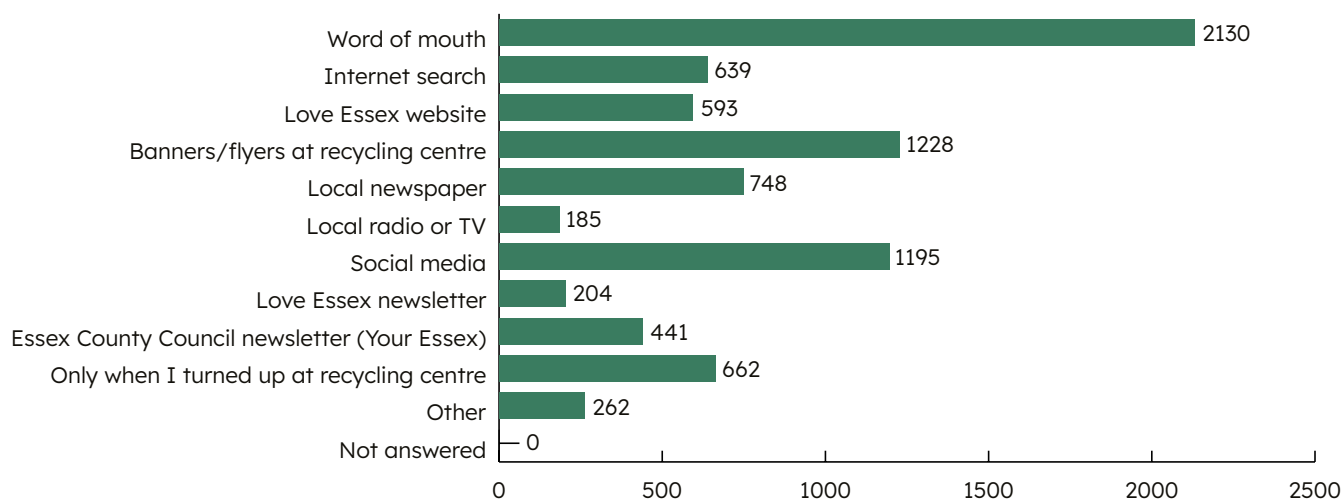
- helping users know what they need to do and how to do it
- step-by-step guidance video to explain how to make a booking

#### 3. Sharing customer experiences:

- sharing testimonials and feedback from users
- updates on changes and improvements to the pilot

6,113 users provided feedback about the booking process by completing a survey between 23 June and 20 July. A question was included to help understand how users were first made aware of the booking pilot being extended to all vehicles at all sites. Results shown below.

How did you find out about the booking process	Count
Word of mouth	2130
Internet search	639
Love Essex website	593
Banners/flyers at recycling centre	1228
Local newspaper	748
Local radio or TV	185
Social media	1195
Love Essex newsletter	204
Essex County Council newsletter (Your Essex)	441
Only when I turned up at recycling centre	662
Other	262
Not answered	0



**Figure 1** – User survey results – how did you find out that a pilot booking system was being introduced at recycling centres?

35% found out through word of mouth, 20% through banners and leaflets at recycling centres and 20% through social media.

This was a similar approach to phase one and two of the pilot. Full details about the communications approach during the original pilot can be found in the [previous pilot evaluation](#).

## Scale of engagement

To ensure as many people as possible heard about the booking pilot being extended to all vehicles at all sites, several communication channels were used:

- 280,000 flyers provided to sites and handed to users on arrival
- 72 banners displayed across all sites
- newsletter articles in Your Essex, Love Essex, Essex Climate Action Commission, Essex Association of Local Councils – reach of nearly 50,000 subscribers
- press coverage via more than 20 local press channels
- paid and unpaid social media posts (Facebook, Instagram, Twitter) – achieving nearly 505,000 impressions and 40,000 engagements
- print advertising in 10 Essex newspapers with a combined readership of nearly 376,000
- More than half a million views of the main booking webpage on the Love Essex website
- print advertising in three Essex magazines

For full details on communication channels and reach, please see appendix A.



## 4. Pilot evaluation

### Evaluating the pilot

This is an Interim Evaluation Report for phase three of the vehicle booking system pilot. Data collection took place between 17 March and 31 July 2023. We will continue collecting data and publish a Final Evaluation Report after phase three finishes in December 2023.

A range of data and feedback has been used to evaluate phase three of the booking system, including:

- data and feedback from District, Borough and City Councils on any impacts on fly-tipping
- user feedback and surveys
- feedback from operational teams
- tonnage changes
- congestion at sites

An evaluation of phases one and two of the booking pilot was carried out in December 2022. This includes:

- vans, pickups and large trailers at the 9 van-friendly sites
- all vehicles at Rayleigh recycling centre

### Vehicle bookings data

Booking data for all vehicles has been reviewed. 663,520 bookings were made between 13 March and 31 July 2023. 47% of car bookings and 38% of van bookings have been made on the same day. Since 3 April 2023, 6% of cars and 2% vans visiting recycling centres didn't book in advance. Based on manual data collected by site employees between 17 July and 23 July, 6.8% of bookings (all vehicles) didn't show up on the day.

To view the vehicle booking data, please see appendix B.

### Customer feedback

People who have used the booking process since phase three of the pilot started in March 2023 were invited to complete a survey. We asked for feedback about the booking process, availability of booking slots, queueing, congestion and overall customer experience. The survey was open from 23 June to 20 July 2023. Questions were based on the survey and evaluation of phase one and two of the vehicle booking pilot at the end of 2022.

The survey was promoted through several platforms to ensure we reached as many users as possible. A link to the survey was added to the vehicle booking portal for both cars and vans, and it was also added to the booking confirmation email. Following this, an email invitation was sent on 3 and 14 July to those who had provided consent to be contacted. Finally, a link to the survey was posted on the Essex County Council Facebook page. Overall, this resulted in 6,113 users completing the survey.

## Summary of the survey results

High level results from the user survey are as follows:

- 93% of respondents were satisfied or better with the overall customer experience when using the booking system
- ease of making a booking – 91% of respondents were satisfied or better with the system and 90% of those who had used the cancellation feature were also satisfied or better
- satisfaction with availability of booking slots is lower for weekend users - 84% of weekend users were satisfied or better with availability on the day required, compared to 95% of weekday users
- 45% of comments were positive overall, compared with 30% negative comments. Observations and suggestions from users have been fed back to improve the service



**Figure 2:** User Survey Feedback – free text comments

Between 13 March and 27 July 2023, 96 Google reviews have been submitted for recycling centres across Essex. 44 of the reviews reference the booking system. Out of these, 75% were positive about the system and 25% were negative. All reviews are shared with employees at recycling centres to improve the customer experience and make changes.

Overall, results from the survey and Google reviews suggests users are satisfied with the ease of the booking process and the availability of booking slots. Feedback has been mostly positive.

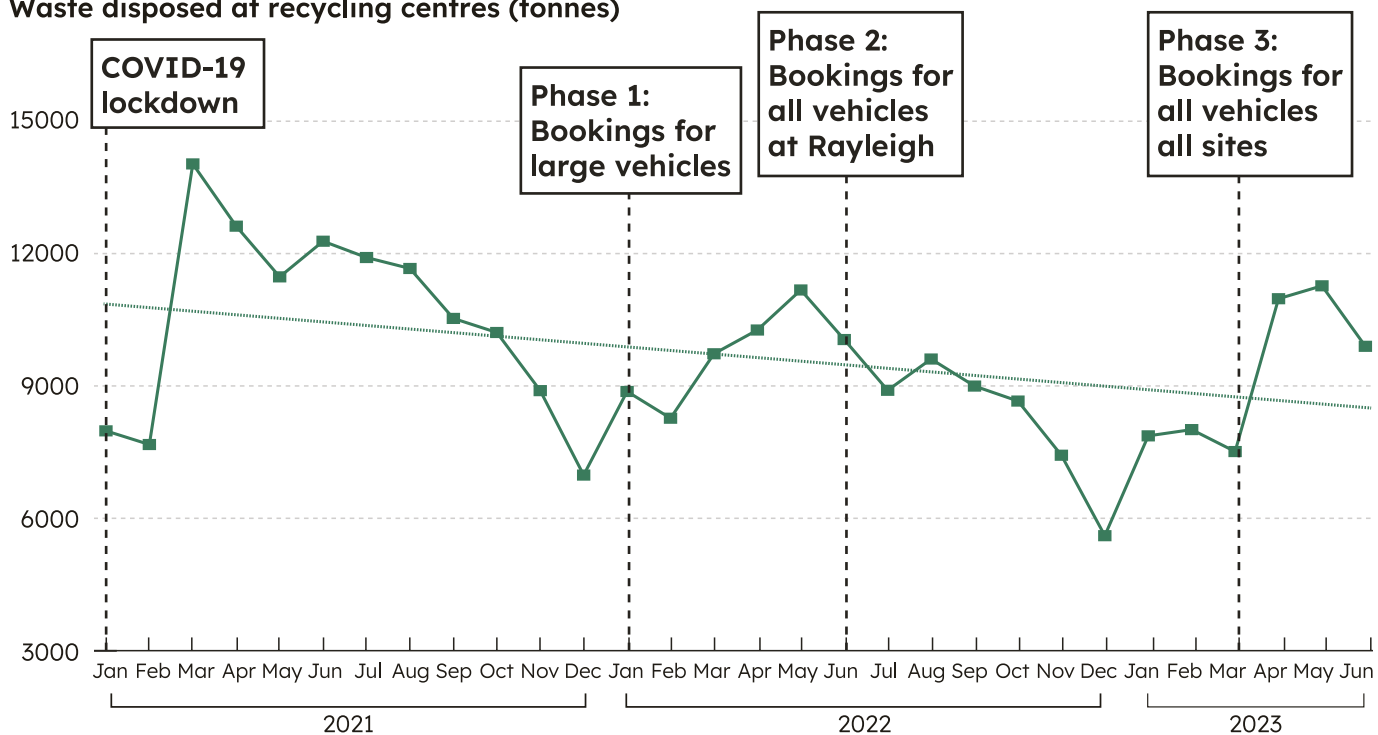
## Changing patterns in waste

We wanted to see if the vehicle booking process has had an impact on waste taken to recycling centres, so we analysed waste tonnage data from January 2021 to June 2023. The amount of waste (residual, recycling and composting) taken to recycling centres across the county fluctuates year on year, but tonnages have been declining as shown below in figure 3. Data from the Waste Collection Authorities (WCAs) shows fly-tipping incidents have been increasing in some districts and decreasing in others. However, on average, the number of reported incidents has been declining across the county. This suggests the waste is being managed within the service instead of being fly-tipped. It's important to note that changing seasons, volumes of waste and the cost-of-living crisis can all have an impact on waste tonnages.

### Tonnage

Month	2021	2022	2023
January	7981.9	8874.5	7868.5
February	7672.2	8268.4	8010.3
March	14032.2	9729.1	7513.0
April	12621.2	10267.7	10977.0
May	11472.2	11175.1	11269.4
June	12280.2	10051.6	9898.3
July	11910.6	8901.5	-
August	11662.1	9610.2	-
September	10530.4	8997.2	-
October	10211.3	8657.4	-
November	8893.6	7429.6	-
December	6979.8	5605.9	-

### Waste disposed at recycling centres (tonnes)



**Figure 3** – Waste taken to recycling centres (tonnes) per year, including markers for the 3 phases of the vehicle booking system pilots.

Phase three of the vehicle booking system was introduced in March 2023. When comparing April-June 2021 and April-June 2023, total waste taken to recycling centres decreased by 11.6%. When comparing April-June 2022 and April-June 2023, total waste taken to recycling centres increased by 2.1%. These changes are not statistically significant and cannot be attributed to the introduction of the vehicle booking system.

A question on waste disposal was also included in the user survey. Most respondents (79%) said there was no change to the way they disposed of waste since the introduction of the booking system. However, 9% have said they've tried to reduce the amount of waste created, and 9% said they've started donating items to charity or used Freegle [www.ilovefreegle.org](http://www.ilovefreegle.org) which keeps materials out of the waste stream for longer.

Overall, data suggests the vehicle booking process has not had a significant impact on waste tonnages.

## Fly-tipping

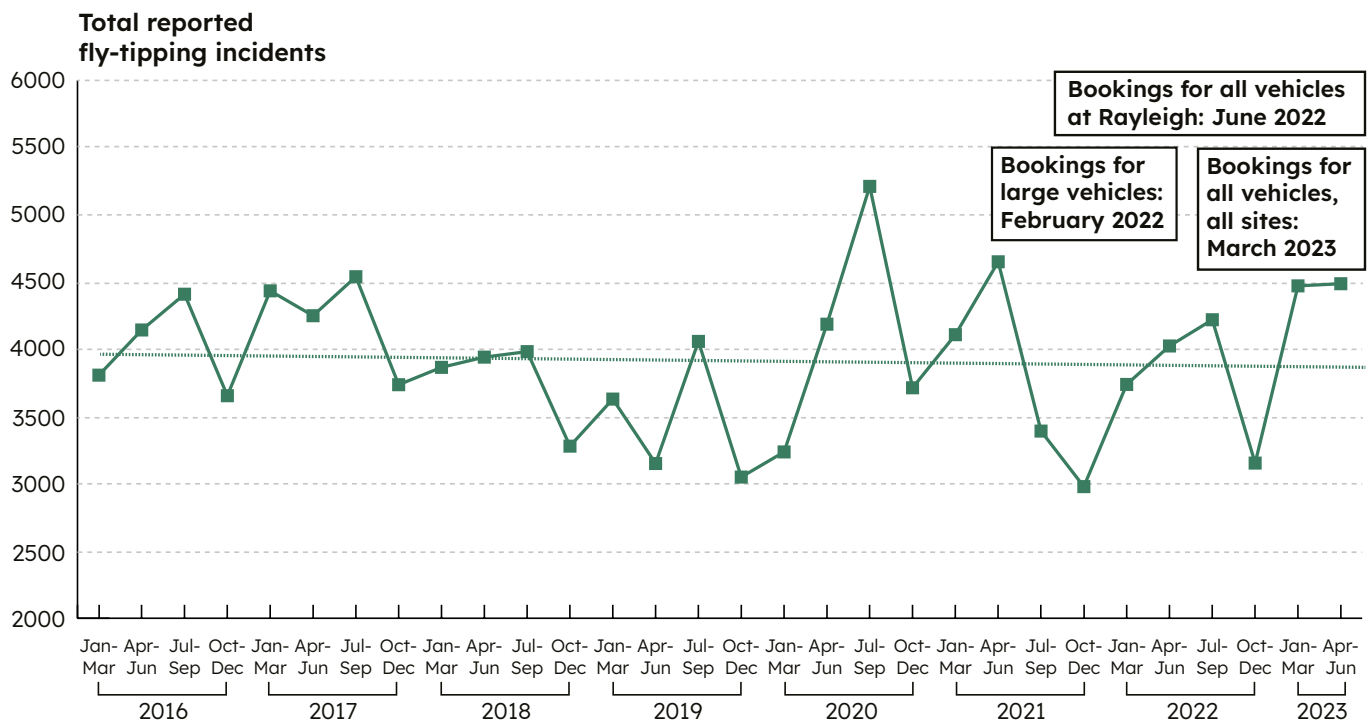
We wanted to see if the vehicle booking process has had an impact on reported fly-tipping incidents. There is never any justification for fly-tipping. It is a criminal offence that can result in prosecution.

The number of fly-tipping incidents has fluctuated across the county each year. Incidents have increased in some districts but decreased in others. However, the long-term trend shows a slight fall in incidents. This is shown in figure 4.

In January 2023, the Department for Environment, Food and Rural Affairs (DEFRA) undertook a study to explore if there were any links between recycling centre booking systems and incidents of fly-tipping. Surveys and interviews carried out with local authorities did not show a link between booking systems and fly-tipping. You can view the report [here](#).

### Total fly-tipping incidents

Year	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec
2016	3808	4144	4410	3655
2017	4435	4250	4540	3737
2018	3866	3942	3983	3280
2019	3630	3151	4059	3050
2020	3237	4187	5212	3714
2021	4109	4651	3392	2979
2022	3739	4025	4220	3154
2023	4472	4488	-	-



**Figure 4** – Total number of reported fly-tipping incidents per quarter, including markers for the introduction of the three vehicle booking system pilots.

Analysis of reported fly-tipping data in Essex has shown similar results. The 12 waste collection authorities (WCAs) provided us with quarterly fly-tipping data up to June 2023. When comparing April-June 2021 and April-June 2023, fly-tipping incidents decreased by 3.5%. When comparing April-June 2022 and April-June 2023, fly-tipping incidents increased by 11.5%. These changes are not statistically significant and cannot be attributed to the introduction of the vehicle booking process. Reported fly-tipping levels will continue to be monitored and will be included in the final evaluation report.

In January 2023, Braintree District Council (BDC) introduced a new IT system that records fly-tipping incidents. Initial data analysis shows an increase in fly tipping incidents during the period targeted in this evaluation report which is more significant in the Braintree District than in other areas. For consistency, we have excluded BDC’s data from the statistical analysis however we will work with BDC to collate further data and insight for inclusion in our final evaluation report.

Overall, analysis of data collated from local councils has not identified any evidence that the introduction of the booking process has impacted fly-tipping levels.

## Congestion and queueing

Qualitative data was collected from the user survey and from recycling centre employees between 13 March and 31 July 2023. The data suggests the booking process has reduced user waiting times and congestion at recycling centres.

The user survey asked questions around site access, queueing and traffic control. The results were positive. 93% of respondents were satisfied or better with the ease of access, queueing and traffic control at recycling centres.

Results from the survey also suggest congestion and queueing has improved during peak times. Weekends are typically busier times to visit recycling centres generating high levels of congestion in and around the sites. However, 92% of weekend site users were satisfied with ease of access, queueing and traffic control at recycling centres.

Results from the survey also suggest congestion and queueing has improved at the large (van-friendly) recycling centres. These sites often experience more congestion as vans and large vehicles take longer to unload. However, 93% of large site users were satisfied with ease of access, queueing and traffic control.

63% of comments on congestion and queueing from the survey have been positive. Comments reference:

- a reduction in congestion on the surrounding streets
- a better flow of traffic through the sites
- less time sat in queues

Site employees have also reported congestion on sites has eased and waiting times to enter sites has reduced. To validate their views, queueing data was collected from all recycling centres over a one-week period in July 2023. This identified only two occasions where queueing to access the site was deemed 'significant'. A significant queue is defined as exceeding the queueing capacity of a site to a point where vehicles are queueing on the highway. This level of queueing is lower than employees observed prior to the introduction of the booking system.

Overall, results from customer feedback and site employees suggest congestion and queueing has improved on sites since the booking process was introduced.

## **Safety**

Essex County Council (ECC) has a regulatory requirement to manage traffic flows and numbers of site users. The booking system allows us to manage demand by site users. This results in reduced queuing on site and improves levels of site safety associated with pedestrian and traffic hazard management.

The introduction of a booking system also means we can contact users to warn of incidents which may reduce site safety. This can include poor weather, temporary closures and site-specific service disruption. We can also provide important safety alerts in advance of visits.

It is also expected a lower level of congestion on sites will improve site safety. This is backed up by evidence from the customer survey where customers said they feel safer on site since the introduction of the vehicle booking system.

## 5. Next steps

The pilot will be frequently reviewed to ensure the booking system is working efficiently and amendments will be made where necessary. Data will continue to be collected until December 2023 and the pilot will be fully evaluated. A six week public consultation will be held before a recommendation is made to Cabinet on whether to retain the vehicle booking system on a permanent basis.

The public consultation will open on 9 October and close on 19 November 2023.

You can respond to the consultation from the **[Essex County Council website](#)**.

If you wish to request the consultation in a different format, please call 0345 603 7625.

We will continue to share feedback from the user survey with employees at the recycling centres to help improve the customer experience.

# Appendix

## Appendix A – Scale of engagement

Channel	Notes
Banners at recycling centres	<b>72x large weatherproof banners</b> displayed at all recycling centres (4x at large sites, 3x at small sites)
Flyers at recycling centres	<b>280,000x flyers</b> distributed at the 21 recycling centres and handed to users on arrival
Press releases	The press release introducing the booking system extension was picked up by a range of local media, including: <ul style="list-style-type: none"> <li>• a <b>television interview</b> on BBC Look East</li> <li>• <b>radio slots</b> on BBC Essex and Radio 2</li> <li>• a variety of <b>online and print articles in local publications</b> including: Braintree &amp; Witham Times, Bishops Stortford Independent, Daily Gazette, Essex Live, Basildon Echo, Yahoo News, UK Daily, Brightlingsea Info, Castle Point Conservatives, MSN news, Saffron Walden Reporter, Thurrock Gazette, East Anglian Daily Times, Wickford Town News, BBC, Maldon &amp; Burnham Standard, Harwich &amp; Manningtree Standard, Halstead Gazette, Southend Echo, Romford Recorder, Essex Magazine, Walden Local</li> </ul>
Unpaid social media posts (Love Essex and Essex County Council Facebook, Twitter and Next Door)	A variety of posts including the launch posts, video guidance, testimonial communications and general information posts. <b>Total impressions: 372,656</b> <b>Total engagements: 27,830</b>
Paid social media advertising (Facebook and Twitter)	Two paid posts: <ul style="list-style-type: none"> <li>• targeted advert (Rayleigh)</li> <li>• vehicle bookings at recycling centres animation</li> </ul> <b>Total impressions: 133,205</b> <b>Total engagements: 12,141</b>
Vehicle booking webpages on Love Essex website	Main recycling centre bookings page: <b>541,905 webpage views</b> Recycling centre booking terms and conditions page: 13,785 webpage views Van booking page: 62,581 webpage views Rayleigh booking page (now unpublished): 12,046 webpage views



Channel	Notes
E-newsletters	Love Essex: approx. <b>19,000 subscribers</b> Your Essex: approx. <b>22,000 subscribers</b> Articles were also included in: <ul style="list-style-type: none"> <li>• the district, city and borough council newsletters</li> <li>• Essex Climate Action Commission (ECAC) newsletter</li> <li>• Essex Association of Local Councils (EALC) newsletter</li> </ul>
Print advertisements in local newspapers	Braintree Series (Braintree edition) - Readership: 15,916 Braintree Series (Maldon edition) - Readership: 12,259 The Echo - Readership: 33,159 Romford Recorder (Brentwood edition) - Readership: 38,598 Ilford Recorder - Readership: 14,337 Clacton & Frinton Gazette - Readership: 11,410 Daily Gazette - Readership: 16,884 Harwich & Manningtree Standard - Readership: 9,170 Epping Forest Guardian (Epping & Harlow edition) - Readership: 199,765 Saffron Walden Reporter - Readership: 24,484 <b>Total readership: 375,982</b>
Internal communications	Weekly briefing updates to site employees, information and OneNews article on ECC Intranet, Heads of Service monthly emails to employees, promotions on internal networks and channels
Videos/animations on YouTube	Recycling Centre Bookings animation: <b>6,432 views</b> ‘How-to-book’ guidance video: <b>1,923 views</b>
Print advertisements in local magazines	The Edge: <b>10,000 copies</b> at local community points Roundabout Rochford: delivered to <b>6,500 households</b> Local Magazine: delivered to <b>50,000 households</b>
Guidance printed and displayed in Essex County Council libraries	“How to make an online booking” guide displayed by the public access computers at all <b>74 libraries</b>

## Appendix B – Evaluation summary: all recycling centres

### Booking facts and figures (cars)

- total number of booking slots available per week for cars during peak periods is 47,490. During off peak periods the total number of weekly bookings available is 41,366
- we received 602,520 bookings in total for cars from 13 March to 31 July 2023
- from 13 March to 31 July 2023, 47% of bookings for cars have been made on the same day as the booked visit
- since 13 March 2023, large recycling centres have reached 74% of bookable capacity (peak time). Whereas small recycling centres have reached 52% of bookable capacity.
- since 13 March, 8% of car bookings have been cancelled in advance
- since 3 April 2023, 6% of cars and 2% of vans visiting recycling centres didn't book in advance

### Booking facts and figures (vans)

- total number of booking slots available per week for vans/large vehicles during peak periods is 4018. During off peak periods the total number of weekly bookings available is 3444
- we have received 61,000 bookings in total for vans/large vehicles from 13 March to 31 July 2023
- from 13 March to 31 July 2023, 38% of bookings for vans/large vehicles have been made on the same day as the booked visit
- since 13th March, 8% of van/large vehicle bookings have been cancelled in advance
- since 3 April 2023, 2% of vans/large vehicles visiting recycling centres didn't book in advance

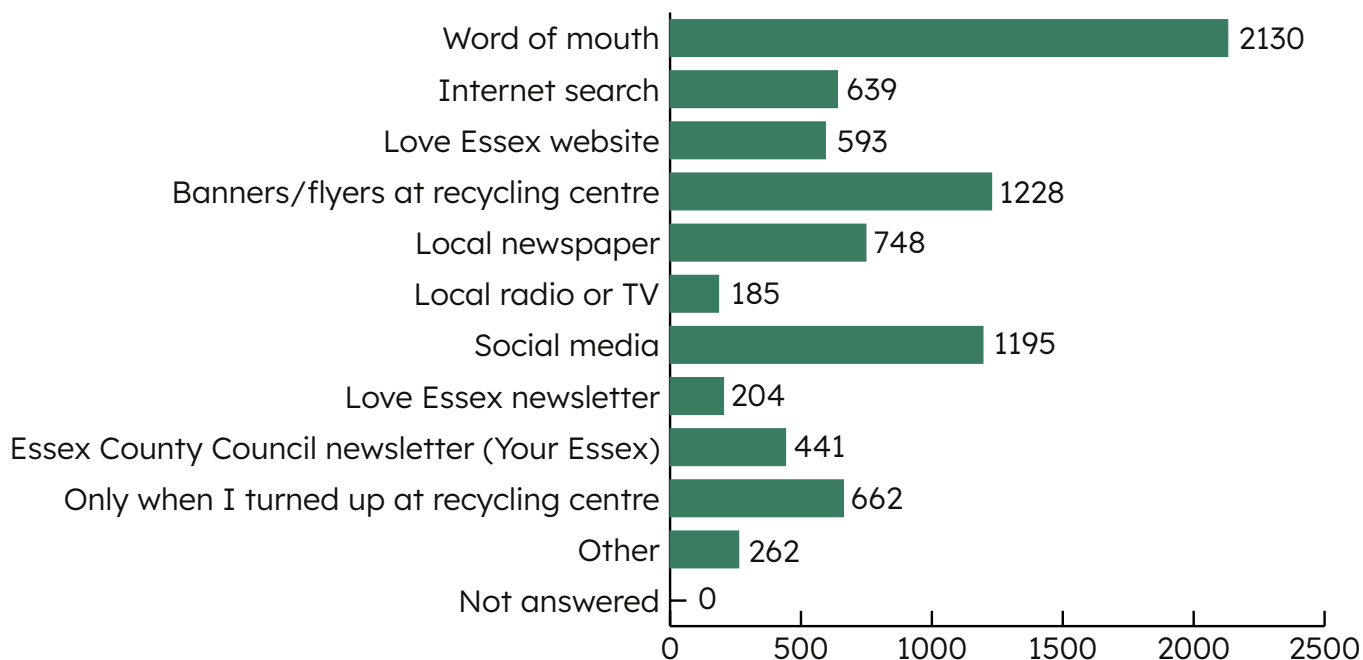
Based on manual data collected by site employees between 17 July and 23 July, 6.8% of bookings (all vehicles) didn't show up on the day.

## User feedback

People who have used the booking system since the trial period started in March 2023 were asked to complete a survey to understand if the current booking system is meeting the needs of its users. The survey was open from 23 June to 20 July 2023. 6,113 users completed the survey.

### 1. How did you find out that a trial booking process was being introduced at recycling centres?

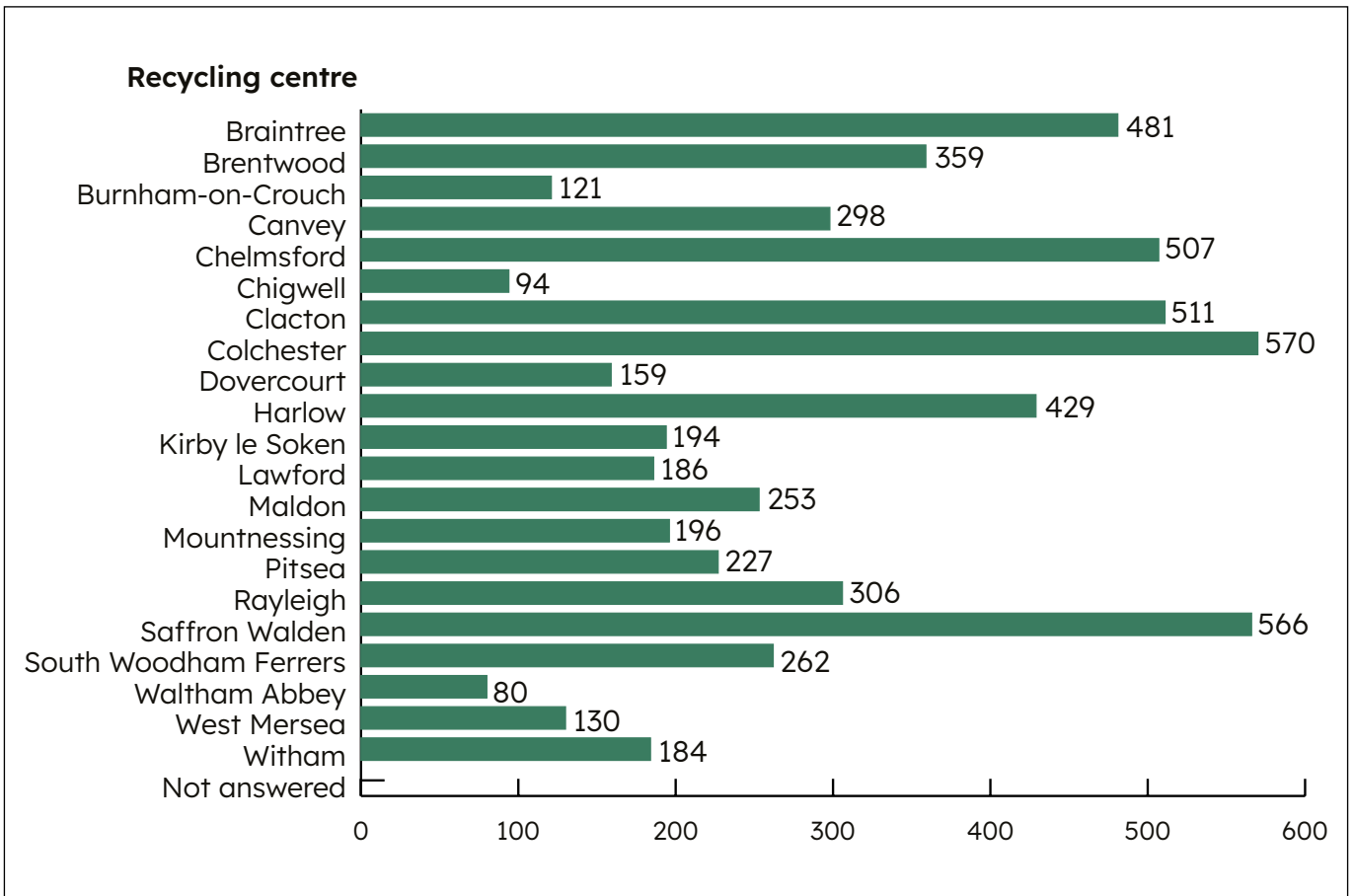
How did you find out about the booking process	Count
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Local radio or TV	185
Social media	1195
Love Essex newsletter	204
Essex County Council newsletter (Your Essex)	441
Only when I turned up at recycling centre	662
Other	262
Not answered	0



**2. Which recycling centre do you usually visit?**

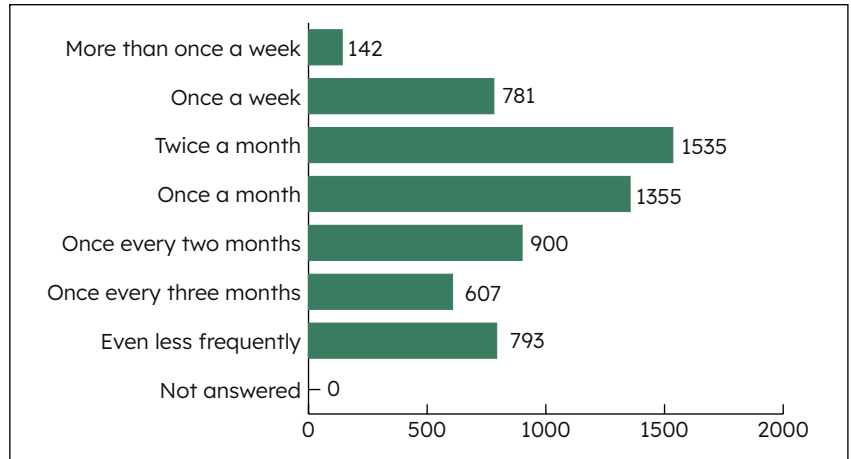
Recycling centre	Count
Braintree	481
Brentwood	359
Burnham-on-Crouch	121
Canvey	298
Chelmsford	507
Chigwell	94
Clacton	511
Colchester	570
Dovercourt	159
Harlow	429
Kirby le Soken	194

Recycling centre	Count
Lawford	186
Maldon	253
Mountnessing	196
Pitsea	227
Rayleigh	306
Saffron Walden	566
South Woodham Ferrers	262
Waltham Abbey	80
West Mersea	130
Witham	184
Not answered	0



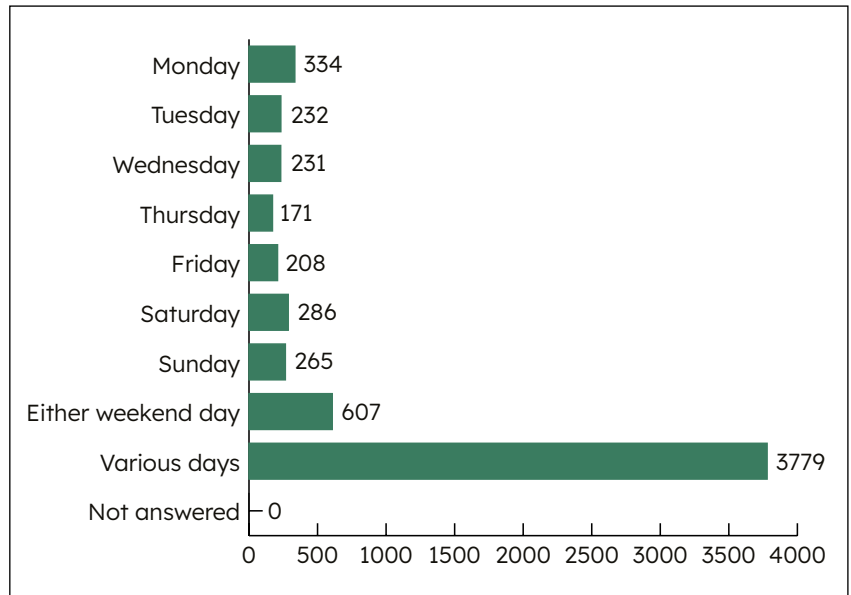
**3. How often do you visit an Essex County Council recycling centre?**

How often do you visit	Count
More than once a week	142
Once a week	781
Twice a month	1535
Once a month	1355
Once every two months	900
Once every three months	607
Even less frequently	793
Not answered	0



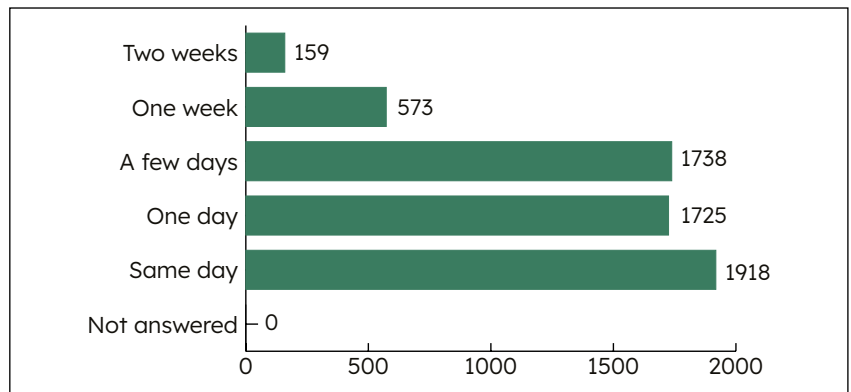
**4. Which day do you usually visit?**

Which day do you usually visit	Count
Monday	334
Tuesday	232
Wednesday	231
Thursday	171
Friday	208
Saturday	286
Sunday	265
Either weekend day	607
Various days	3779
Not answered	0



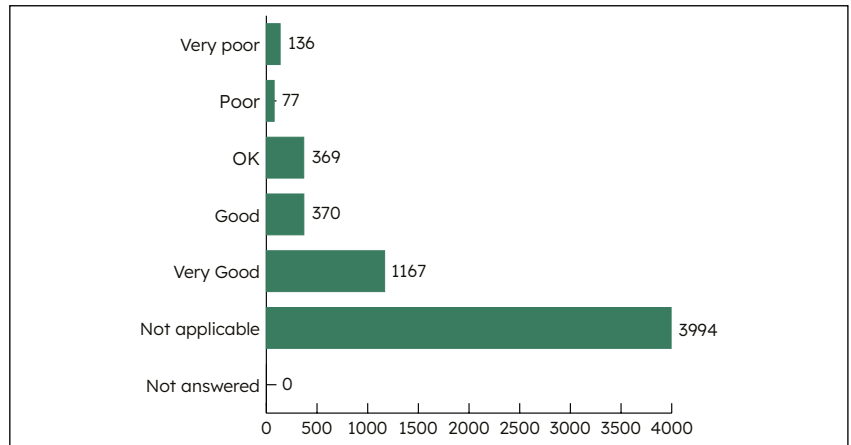
**5. How far in advance of your visit did you make your most recent booking?**

How far in advance do you make your booking	Count
Two weeks	159
One week	573
A few days	1738
One day	1725
Same day	1918
Not answered	0



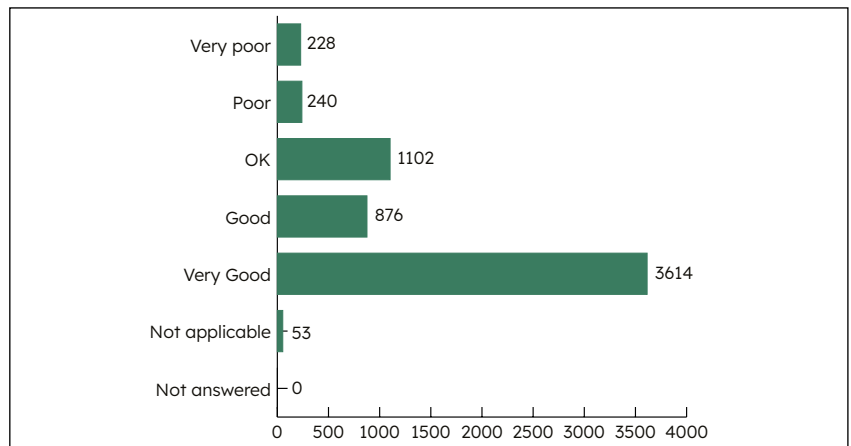
**6. Since the booking process was introduced, how satisfied are you with the ease of cancelling a booking?**

Satisfaction - Ease of cancelling a booking	Count
Very poor	136
Poor	77
OK	369
Good	370
Very Good	1167
Not applicable	3994
Not answered	0



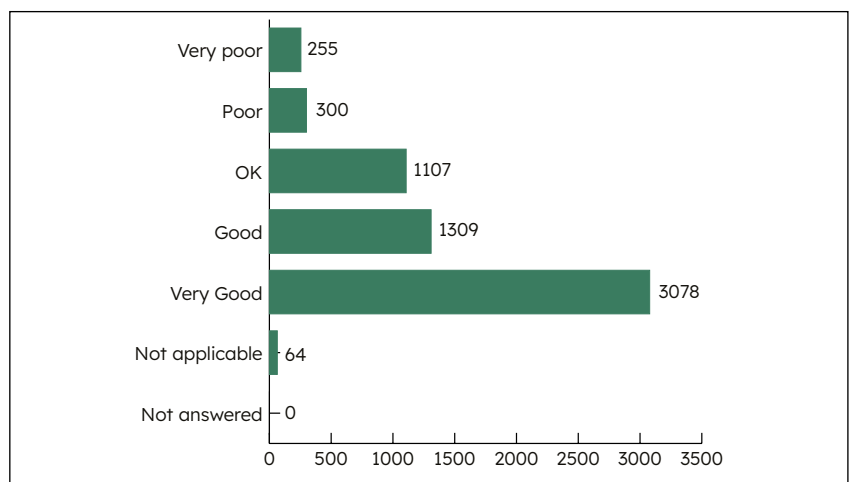
**7. Since the booking process was introduced, how satisfied are you with the ease of making a booking?**

Satisfaction - Ease of making a booking	Count
Very poor	228
Poor	240
OK	1102
Good	876
Very Good	3614
Not applicable	53
Not answered	0



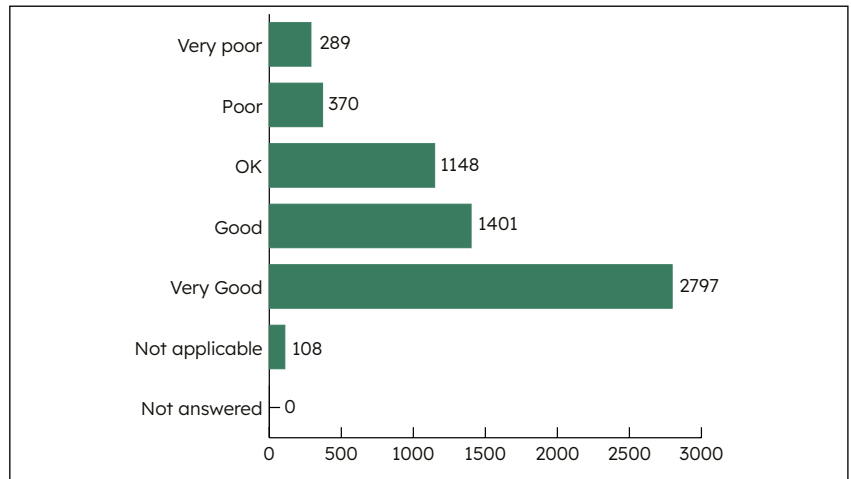
**8. Since the booking process was introduced, how satisfied are you with the availability of slots on the day required?**

Satisfaction - availability of slots on the day required	Count
Very poor	255
Poor	300
OK	1107
Good	1309
Very Good	3078
Not applicable	64
Not answered	0



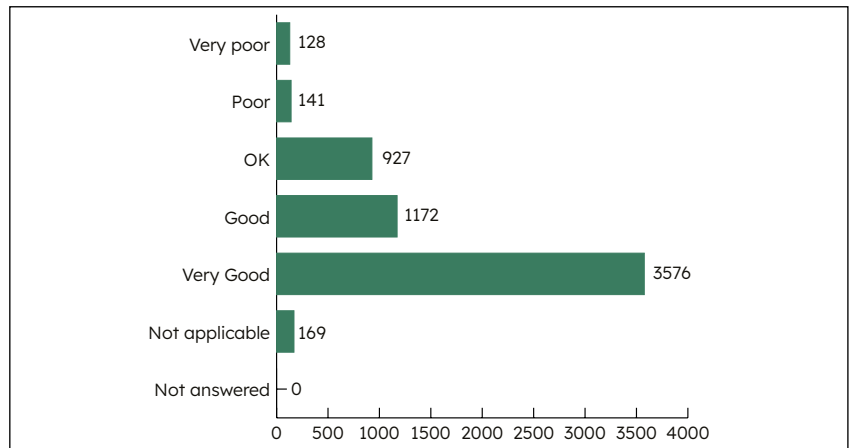
**9. Since the booking process was introduced, how satisfied are you with the availability of slots at the time required?**

Satisfaction - availability of slots at time required	Count
Very poor	289
Poor	370
OK	1148
Good	1401
Very Good	2797
Not applicable	108
Not answered	0



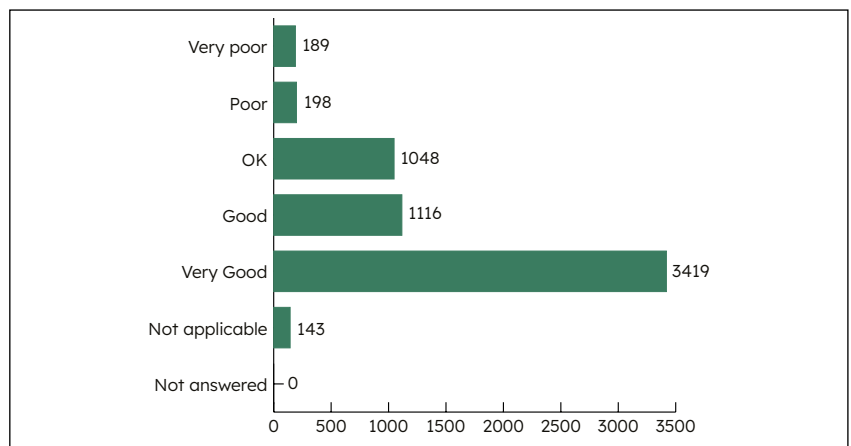
**10. Since the booking process was introduced, how satisfied are you with the ease of access/ queuing into the site?**

Satisfaction – ease of access/queueing	Count
Very poor	128
Poor	141
OK	927
Good	1172
Very Good	3576
Not applicable	169
Not answered	0



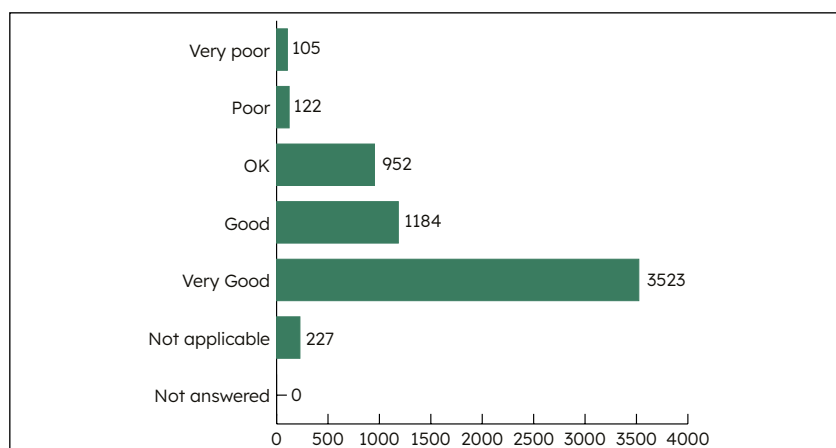
**11. Since the booking process was introduced, how satisfied are you with the ease of your booking being checked on site?**

Satisfaction – booking being checked on site	Count
Very poor	189
Poor	198
OK	1048
Good	1116
Very Good	3419
Not applicable	143
Not answered	0

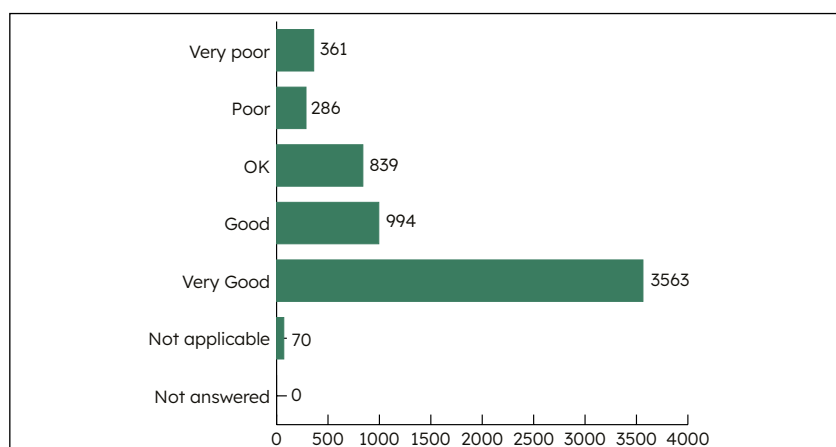


**12. Since the booking process was introduced, how satisfied are you with the traffic control and flow on the site?**

Satisfaction – traffic control and flow	Count
Very poor	105
Poor	122
OK	952
Good	1184
Very Good	3523
Not applicable	227
Not answered	0

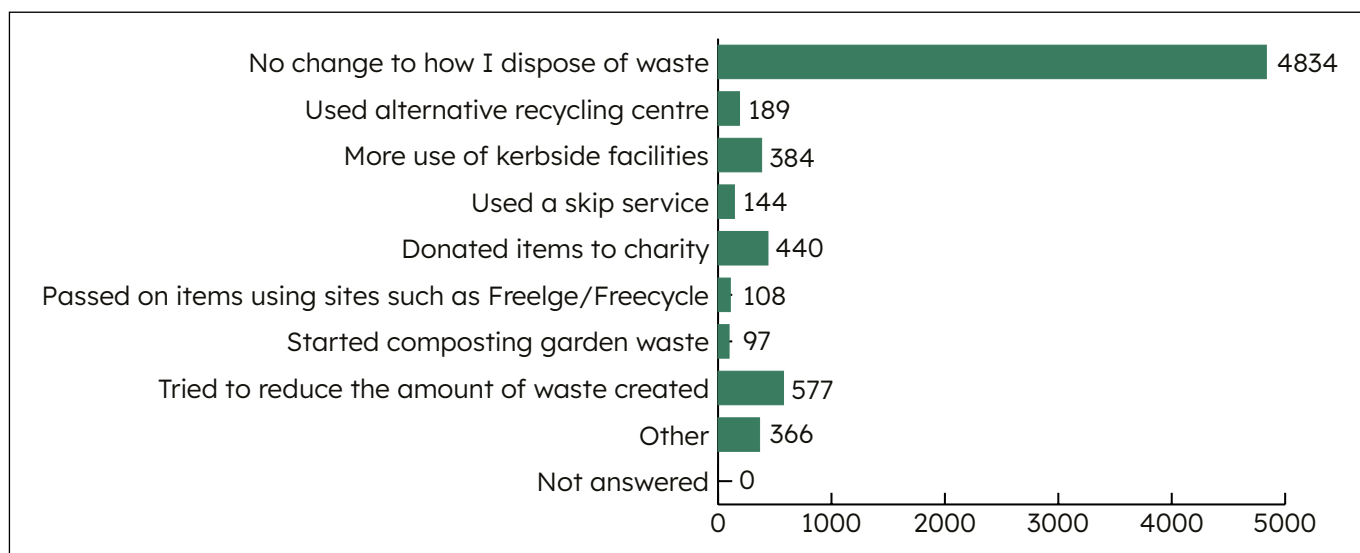

**13. Since the booking process was introduced, how satisfied are you with the overall customer experience?**

Overall customer satisfaction	Count
Very poor	361
Poor	286
OK	839
Good	994
Very Good	3563
Not applicable	70
Not answered	0


**14. Since the booking process was introduced, have you changed how you dispose of your waste?**

Changes in waste disposal	Count
No change to how I dispose of waste	4834
Used alternative recycling centre	189
More use of kerbside facilities	384
Used a skip service	144
Donated items to charity	440
Passed on items using sites such as Freelge/Freecycle	108
Started composting garden waste	97
Tried to reduce the amount of waste created	577
Other	366
Not answered	0





### Themes arising in free text comments:

**Question: Please provide any other feedback on the booking process**

Theme	Total feedback comments	Percentage of feedback comments
Availability of slots	209	5.10%
Bookings website experience	290	7.08%
Cancellations	43	1.05%
Fly-tipping	463	11.31%
Inconvenient / need to plan	782	19.10%
Internet access	204	4.98%
Not bookings related	284	6.94%
Overall negative (bookings)	1262	30.82%
Overall positive (bookings)	1843	45.01%
Peak time bookings only	131	3.20%
Queuing / traffic	1033	25.23%
Quieter on site	231	5.64%
RC employees	881	21.51%
Scrap it / unnecessary	947	23.13%
Slot length	83	2.03%
Some sites booking only	146	3.57%
Suggested improvement	462	11.28%

Note: The final survey question was non-mandatory and was not completed by all respondents. If a free text response included more than one theme, multiple tags will have been applied. In total there was 4,195 free text comments.

This information is issued by:  
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