

REPORT TO GARIOCH AREA COMMITTEE – 1 NOVEMBER 2022

HOUSEHOLD RECYCLING CENTRE HYBRID BOOKING SYSTEM PROPOSAL

1 Executive Summary/Recommendation

- 1.1 Following a report presented to Infrastructure Services Committee on 20 January 2022 ([Item 12](#)) the Committee agreed that the Waste Management Member Officer Working Group (MOWG) be requested to give further consideration to a customisation of the service, on a site by site basis, seek to provide further opportunities for users of the service and to report back to this Committee. The MOWG asked that a report be taken to Area Committees to seek their feedback/recommendations.
- 1.1.1 A report was presented to all 6 Area Committees during August and September 2022. The Garioch Area Committee considered the matter at its meeting of 6 September 2022 ([Item 11](#)). A further report was considered by Infrastructure Services Committee on 6 October 2022 ([Item 10](#)) following which it was agreed that both the Garioch and Kincardine & Mearns Area Committees were to decide on the details of the changes to be trialled at Household Recycling Centres (HRCs) sites in their Areas
- 1.1.2 This report provides members with options for how customers can access HRCs.
- 1.2 **The Committee is recommended to, as per the options for managing access to HRCs set out in the report agree to either;**
- (1) **Option 1 - Retain the full booking system across HRC sites in Garioch; or**
 - (2) **Option 2 - Implement an extended Hybrid Proposal which would allow non-booking days on Wednesday and Saturday for all sites in Garioch from Monday 28 November 2022 through to 28 July 2023.**

2 Decision Making Route

- 2.1 At Infrastructure Services Committee on 20 January 2022 (Item 12) the Committee agreed to support the recommended option of keeping the booking system with improvements to the booking process and that the MOWG be asked to consider a customisation of the service on a site-by-site basis to seek to provide further opportunities for users of the service. The recommended changes from January 2022 have all been implemented except for the integration with the My Aberdeenshire App to allow autofill of customers details, which is due to be implemented in October 2022. This final change will make a booking a more customer friendly experience.

- 2.2 The proposal for a HRC Hybrid option was discussed at the Waste Management MOWG on 15 June 2022 and the group was mainly supportive of the proposals put forward in this report.
- 2.3 The proposal for a hybrid option was discussed at all 6 Area Committees in August/September and there was mixed support for the hybrid option proposed. A further report was considered by Infrastructure Services Committee on 6 October 2022 (Item 10) following which it was agreed that both the Garioch and Kincardine and Mearns Area Committees were to decide on the details of the changes to be trialled at HRC sites in their Areas.

3 Discussion

- 3.1 The report to Infrastructure Services Committee on 6 October 2022 (Item 10) sets out the history to how and why the booking system was introduced and operated as well as the subsequent discussion and debate on the benefits and disbenefits of the booking system.
- 3.2 At the meeting of 6 October 2022 the following was agreed by ISC members;
- “To approve recommendations, subject to a revised Option 2, to remove the booking system and revert to free access, without booking for all customers at sites in Banff & Buchan, Buchan and Marr; to introduce the extended hybrid option at HRC sites in Formartine; and to refer the reports back to Kincardine & Mearns and Garioch Area Committees for consideration and to delegate the decisions on the HRCs in K&M and Garioch to those Area Committees.”*
- 3.3 In April 2021 the limit system for restricting access to the HRCs for vans and trailers (commercial type vehicles) was introduced. The HRCs are for use by householders only and not commercial waste. Officers are aware that in the past many traders have used the sites for their trade waste. It was estimated to have cost the Council up to £500k per year to dispose of trade waste that was deposited for free at the HRCs and in breach of Waste Management Legislation.
- 3.4 The management of this limit system, for commercial type vehicles, is an integral part of the booking system and currently the limit system cannot function without the booking system.
- 3.5 The management of entry into the Council's HRCs continues to be subject of comment from members of the public. There have been constructive and positive comments, as well as negative opinion and anecdotes. Now that the Covid restrictions have been lifted, there is an expectation amongst some customers that the booking system is withdrawn as it is no longer required.
- 3.6 As part of the Change Team's review process in Autumn 2021, a public survey was conducted and Aberdeenshire residents were encouraged to complete the survey, both online and on paper, to provide feedback on their experience of the HRCs and using the systems in place at HRCs.

- 3.6.1 Over 4,000 responses to the survey were received and of the respondents, only 38.5% were dissatisfied with the booking system.
- 3.6.2 The three main concerns of dissatisfied customers were IT access required to access the booking system (359 respondents), difficulty in finding a free slot (603 respondents) and limits on commercial vehicle types being too restrictive (274 respondents). From the satisfied responses, 1422 respondents liked the guaranteed slot, 1568 liked the lack of queues and 1151 liked the easier access to skips.
- 3.7 The booking system has also brought customer and operational benefits which have been discussed in previous reports. The updated list of benefits can be found in Appendix 2 within the Infrastructure Services Committee report of 6 October 2022 (Item 10).
- 3.8 The application of the limits through the booking system has dramatically reduced the number of suspected traders from depositing waste at HRCs by declaring it as household waste. This has been especially noticeable at Inverurie HRC where trade waste deposits had been a particular issue with very little that could be done to prove traders were depositing trade or domestic waste.
- 3.8.1 The application of the 24 visits per year limit on commercial type vehicles has been very effective in meeting deliverable No 4 of the Council's Waste Strategy. In 2019/20, prior to the Covid pandemic and booking system, the HRCs accepted 44,317* tonnes of waste costing £2.2m to dispose of. In the first financial year that data was available post Covid, and since the booking system was introduced, in 2021/22, tonnages had dropped by 23% to 33,957* and disposal costs by 32% to £1.5m, a reduction in the costs to the Council of over £700,000. This figure is the difference in the disposal costs for the 2 full financial years pre and post Covid. Materials such as soil and earth, green waste, plasterboard and inert (rubble) are the waste streams traditionally associated with trade waste deposits.
- 3.8.2 Whilst it is difficult to quantify the exact effect that the booking system and limits system has had on diverting trade waste from HRCs there has been an increase in the number of trade waste collection customers from 3208 in 2021 to 3441 as of September 2022 – suggesting that as trade has been diverted from HRCs more businesses have sought a legal route of waste disposal through or trade collection services. We are unable to state if the private trade waste company operators in Aberdeenshire have seen an increase in their customer base since the booking system and limits have been applied.
- 3.9 Although fly tipping increased when HRCs were closed nationally during April and May 2020 across the whole of the UK, fly tipping figures have continued to fall since then and are almost back at pre-pandemic levels. The data available to the team indicates that the booking and limits system has not had a significant impact on the increasing number of fly tipping incidents.

Table 1 Number of Reports of Fly tipping 2017-2022 by type

Year	Total	Asbestos	Tyres	Bulky	Construction	Green	Other	Asbestos %	Tyres %	Difference to previous year all incidents
2017	692	17	57	N/A	N/A	N/A	618	2%	8%	
2018	722	32	80	N/A	N/A	N/A	610	4%	11%	4%
2019	700	40	94	N/A	N/A	N/A	566	6%	13%	-3%
2020	1195	80	162	N/A	N/A	N/A	953	7%	14%	71%
2021	1043	80	154	N/A	N/A	N/A	809	8%	15%	-13%
2022 to 31 Aug	528	31	87	167	65	84	N/A	6%	16%	

3.10 The tonnage data from the kerbside waste collections has been analysed in detail to assess any difference in kilogrammes per household from June 2019 to June 2022 and the results have shown no significant difference. This demonstrates that the missing tonnage is not being put into household bins.

3.11 A survey was undertaken in September 2020 to gather feedback on the booking system from site attendants working at HRCs. The report is attached at Appendix 4 of the Infrastructure Services Committee report of 6 October (Item10). A second feedback exercise was carried out in August 2022 to gather current thoughts and to see if opinion has changed during the first 2 years of the booking system operation. Whilst there was one response from Insch HRC – the questionnaire was incomplete. The key findings of the questionnaire in Inverurie and Westhill HRC are:-

- 1) When asked what is working well with the booking system, 33% of the Inverurie responses relate to traffic control at the sites and 25% of the Westhill responses related to reduced Aberdeen City customers waste and having more time to assist customers.
- 2) On being asked what could be working better in terms of the booking system, there were no suggestions from Inverurie, at Westhill comments related to barrier repairs needed to be completed quicker and contacting customers who make a booking and don't turn up.
- 3) 100% of respondents had seen a reduction in traders depositing waste at Inverurie and at Westhill during the week. Only 1 respondent who only worked weekends was unsure if there had been a reduction in trade waste. .
- 4) At Inverurie 100% of respondents said that the booking system had led to less confrontation. At Westhill this was 66%.
- 5) When asked if they wanted to see the booking system kept in place 100% of respondents said yes at both Inverurie and Westhill.

- 6) When asked if they would like to see a hybrid system or non-booking period in place, 100% said no at both Inverurie and Westhill.

3.12 The Options

3.12.1 Following the feedback and recommendations from members at the Area Committees (**Appendix 1**), 2 alternative options were prepared by officers for consideration by the Infrastructure Services Committee. The appraisal of these options can be found in Appendix 6 of the Infrastructure Services Committee report of 6 October 2022 (Item 10).

- 1) Option 1 - An extended hybrid option which would allow non-booking days on Wednesday and Saturday at the Peterhead, Banchory, Stonehaven and Macduff HRC sites. Maintain the current booking system as it currently is at all other locations.

3.

- 2) Option 2 - Remove the booking system and revert to free access, without booking for all customers at sites in the Banff and Buchan, Buchan and Marr Areas, introduce the extended hybrid option at HRC sites in Kincardine & Mearns and Formartine plus retain the current full booking system at sites within the Garioch.

3.12.2 As per paragraph 3.2 of this report, the approach agreed by Infrastructure Services Committee was a variation on Option 2 above for 4 of the 6 Areas across Aberdeenshire with the decision on the options for the other 2 areas to be taken by the respective Area Committees.

3.12.3 Given the information available to officers when preparing the report to Infrastructure Services Committee of 6 October 2022 the recommendation to Garioch Area Committee members would still be that the HRC sites in Garioch retain the full booking system during the period of the wider trial. The alternative for members to consider as stated at Recommendation 1.2.1 (2) would be to implement the extended hybrid option as proposed to Infrastructure Services Committee for the sites at Peterhead, Banchory, Stonehaven and Macduff.

3.12.4 Whichever option is chosen it is proposed that it would be implemented from 28 November 2022, progress updates taken to the Waste Management MOWG and a report brought back to Infrastructure Services Committee no later than October 2023.

4 Council Priorities, Implications and Risk

4.1 This report helps deliver the Strategic Priorities “Infrastructure” and “Economy & Enterprise” within the Pillars “Our Economy” and “Our Environment”, by continuing to provide a comprehensive network of Household Recycling Centres across Aberdeenshire whilst ensuring they are as efficient and customer friendly as possible. Retention of a booking system will continue to reduce the Council’s annual expenditure on waste disposal by restricting

access to traders who should be paying for disposal of their waste. Removal of a booking system without the introduction of an alternative restriction on trade waste being deposited at our HRC sites will see costs being incurred.

- 4.2 Implementation of the options in this report will continue to support the delivery of one of the Council's priorities: *Waste and recycling service which supports our attractive environment and reduces emissions*. This priority is also included in the Infrastructure Services Directorate plan 2020-22.
- 4.3 Retaining a booking system helps to deliver the main objectives of the Council's Waste Strategy 2019-23 (approved May 2019) by supporting the following strategy objectives:
- Objective 2: Provide a cost-efficient service – by restricting access to traders at the Household Recycling Centres will ensure that traders pay to dispose of their waste instead of their costs being met from within the existing waste disposal budget.
 - Objective 5: Provide an easy-to-use service for customers – by introducing a non-booking period for those customers who are unable to make online bookings and do not wish to telephone to make a booking, having a non-booking period will make the service more accessible for this customer base whilst maintaining the booking system for those customers who prefer the booking system.
 - Objective 7: Operate a safe and efficient waste service – by continuing to use the booking service for the Household Recycling Centres allows traffic management and movement of vehicles to be easily controlled ensuring that it is a safe environment for those using the site as well as those staffing it.

4.4 The table below shows whether risks and implications apply if the recommendation is agreed.

Subject	Yes	No	N/A
Financial	x		
Staffing		x	
Equalities and Fairer Duty Scotland	x		
Children and Young People's Rights and Wellbeing			x
Climate Change and Sustainability	x		
Health and Wellbeing			x
Town Centre First		x	

- 4.5 The impact on existing staff is minimal. To ensure that HRC employees are fully aware of the changes being proposed to the booking system, training will be provided in a consistent manner to all staff.
- 4.6 The financial implications are that if the limit system and booking system are removed across multiple sites then the budget savings expected for 2022-

23 through reduced processing of trade waste (and on an ongoing basis) will not be realised. This will see a pressure of up to £700,000 based on the information available to the officers. There is also the potential for the grant from Zero Waste Scotland (£120k) that funded the installation of the ANPR to be recovered on the basis that we are not using that system to manage waste disposal streams.

- 4.7 An Integrated Impact Assessment has been carried out as part of the development of the proposals set out above. It is included as **Appendix 1** and the following impacts have been identified which can be mitigated as follows:

Impact Area: Age (Older)

Details: Non booking slots may be busy and there may be queueing traffic to get into site and more customers on site. With more queueing and customers on site there is a higher risk of older customers feeling more anxious and depositing waste in the incorrect containers and less time to interact with site staff.

Mitigation: We can manually raise and lower the barrier to try to control visitor numbers, but this may increase confrontation at the entrance.

Impact Area: Age (Older)

Details: Older customers using non booking periods will not be notified of site closures owing to severe weather, site emergencies and planned training days. They might find it hard to access the online booking system.

Mitigation: There is no mitigation to this other than the use of social media which older people may not be engaged with. Customers would turn up to sites and find it closed.

Impact Area: Age (Younger)

Details: Having none booking periods will increase the demand on booking slots during booking periods which may cause the younger, more digitally engaged customers to find less availability during the times they want to book.

Mitigation: There is no way of mitigating this.

Impact Area: Low Income

Details: Where our low income customers without internet access want to visit a HRC without a booking, should we require to close the HRC at short notice, they will not be notified of this

closure and will have a wasted journey which may cause additional financial hardship in the cost or wasted fuel.

Mitigation: There is no mitigation to this other than the use of social media which low income customers may not have access to. Customers would turn up to sites and find it closed.

4.8 The following Risks have been identified as relevant to this matter on a Corporate ([Corporate Risk Register](#)) and Strategic ([Directorate Risk Registers](#)) level:

Risk	Mitigation	Relevant Risks in Corporate/ Directorate Risk Registers
If measures to restrict access are not continued with then there is a risk that traders will continue to access the Household Recycling Centres getting free disposal of their business waste. This puts additional pressure on the waste budget with increased disposal costs that are not recovered.	This can be mitigated by allowing access restrictions to remain which will ensure that trader access is restricted.	ACORP001 – Budget Pressures
Negative backlash from public as a result of the limit and booking system remaining with concession of a non-booking period at limited sites.	This can be mitigated by ensuring that the trial is extended where operationally possible to further sites during the trial period and at more sites after the trial period has ceased if the trial is successful. Communication and engagement will be undertaken throughout the trial period.	ACORP006 – Reputation Management (including social media)
If measures to restrict access are not continued with, then there are risks to health and safety that had previously been identified on busy sites with regards to traffic	This can be mitigated by continuing to use the booking/limit systems for the HRCs which allows traffic management and movement of vehicles to be easily controlled ensuring	ACORP009 – Operational Risk Management (including health & safety)

Risk	Mitigation	Relevant Risks in Corporate/ Directorate Risk Registers
management and movement of vehicles. On busy sites, site staff would spend time having to manage traffic queuing outwith and within the sites to avoid any incidents with members of the public moving about between different skips.	that it is a safe environment for those using the site as well as employees.	
Poor customer engagement with the online booking system	This can be mitigated by ensuring that improvements to the booking & limit systems are made as well as communication and engagement are undertaken.	BSSR006 - Digital Innovation

5 Scheme of Governance

- 5.1 The Finance and Monitoring Officer within Business Services have been consulted in the preparation of this report and their comments are incorporated within the report and are satisfied that the report complies with the [Scheme of Governance](#) and relevant legislation.
- 5.2 The Infrastructure Services Committee was able to consider and take a decision on this item in terms of Section F.1.1d as it relates to Roads, Landscape Services and Waste Management. The Infrastructures Services Committee decided on 6 October 2022 that Garioch Area Committee should decide on the specific details of the charges to be trialled at the Household Recycling Centre in its area. The strategy has been developed in line with the Policy Development and Review Framework under Part 4B of the Scheme of Governance.

Alan Wood

Director of Environment & Infrastructure Services

Report prepared by Ewan Wallace, Head of Environment and Sustainability
20 October 2022

List of Appendices

Appendix 1 Integrated Impact Assessment

Aberdeenshire Council

Integrated Impact Assessment

HRC Hybrid Booking System Proposal

Assessment ID	IIA-000635
Lead Author	Claire Loney
Additional Authors	Caroline Roff
Service Reviewers	Ros Baxter, Caroline Roff
Subject Matter Experts	Suzanne Rhind, Claudia Cowie, Kakuen Mo
Approved By	Ewan Wallace
Approved On	Friday June 10, 2022
Publication Date	Tuesday August 02, 2022

1. Overview

This document has been generated from information entered into the Integrated Impact Assessment system.

ISC in January 2022 agreed to keep the HRC booking system and the Member Officer Working Group be requested to give further consideration to a customisation of the service, on a site by site basis, to seek to provide further opportunities for users of the service, and to report back to Infrastructure Services Committee. This report outlines the proposals for a trial Hybrid Booking system.

During screening 6 of 10 questions indicated that detailed assessments were required, the screening questions and their answers are listed in the next section. This led to 3 out of 5 detailed impact assessments being completed. The assessments required are:

- Equalities and Fairer Scotland Duty
- Sustainability and Climate Change
- Town Centres First

In total there are 3 positive impacts as part of this activity. There are 13 negative impacts, of these negative impacts, 1 have been mitigated and 12 cannot be mitigated satisfactorily.

A detailed action plan with 2 points has been provided.

This assessment has been approved by ewan.wallace@aberdeenshire.gov.uk.

The remainder of this document sets out the details of all completed impact assessments.

2. Screening

Could your activity / proposal / policy cause an impact in one (or more) of the identified town centres?	Yes
Would this activity / proposal / policy have consequences for the health and wellbeing of the population in the affected communities?	No
Does the activity / proposal / policy have the potential to affect greenhouse gas emissions (CO2e) in the Council or community and / or the procurement, use or disposal of physical resources?	Yes
Does the activity / proposal / policy have the potential to affect the resilience to extreme weather events and/or a changing climate of Aberdeenshire Council or community?	Yes
Does the activity / proposal / policy have the potential to affect the environment, wildlife or biodiversity?	Yes
Does the activity / proposal / policy have an impact on people and / or groups with protected characteristics?	Yes
Is this activity / proposal / policy of strategic importance for the council?	Yes
Does this activity / proposal / policy reduce inequality of outcome?	No
Does this activity / proposal / policy have an impact on children / young people's rights?	No
Does this activity / proposal / policy have an impact on children / young people's wellbeing?	No

3. Impact Assessments

Children's Rights and Wellbeing	Not Required
Climate Change and Sustainability	Only Some Negative Impacts Can Be Mitigated
Equalities and Fairer Scotland Duty	No Negative Impacts Can Be Mitigated
Health Inequalities	Not Required
Town Centre's First	No Negative Impacts Can Be Mitigated

4. Equalities and Fairer Scotland Duty Impact Assessment

4.1. Protected Groups

Indicator	Positive	Neutral	Negative	Unknown
Age (Younger)		Yes	Yes	
Age (Older)	Yes		Yes	
Disability		Yes		
Race		Yes		
Religion or Belief		Yes		
Sex		Yes		
Pregnancy and Maternity		Yes		
Sexual Orientation		Yes		
Gender Reassignment		Yes		
Marriage or Civil Partnership		Yes		

4.2. Socio-economic Groups

Indicator	Positive	Neutral	Negative	Unknown
Low income	Yes	Yes	Yes	
Low wealth		Yes		
Material deprivation		Yes		
Area deprivation		Yes		
Socioeconomic background		Yes		

4.3. Positive Impacts

Impact Area	Impact
Age (Older)	Adding in a non booking timeslot during the week would allow the older section of our customers who may not be as computer literate as other sectors of our customer base to turn up to to a HRC with our booking a slot.
Age (Older)	Older customers who are most likely to not have internet access will now have a dedicated period when they can visit a recycling centre without the need for booking. centre
Low income	Where people on low incomes may not have access to the internet and require a visit to a recycling centre a non booking period would provide easy access.

4.4. Negative Impacts and Mitigations

Impact Area	Details and Mitigation
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Impact Area	Details and Mitigation
Age (Older)	<p>Non bookings slots may be busy there may be queueing traffic on site and visits to the HRC may take longer as more customers are on site. With more customers on site there is a higher risk of an older customer feeling more stressed during the less busy booked times and waste being deposited in the incorrect container as there is less time to interact with a site attendant.</p> <p>Can be mitigated No</p> <p>Justification We will be able to manually control customer numbers coming into site to ensure that sites are not too busy and ensure that site attendants are particularly attentive to older customers who are looking like they need assistance.</p>
Age (Older)	<p>Older customers using non booking periods will not be notified of site closures owing to severe weather, site emergencies and planned training days.</p> <p>Can be mitigated No</p> <p>Justification There is no way of cancelling non booking times with individual customers as they just turn up on the day. Our communication is usually through social media which the older customers that need the non-booking times are unable to access. They would find out the site is closed when they turn up to site.</p>
Age (Younger)	<p>Having a non booking period will increase the demand on booking slots during booking periods which may cause the younger - more digitally engaged customers to find less availability during the times they want to book a visit.</p> <p>Can be mitigated No</p> <p>Justification There is no way of mitigating this.</p>
Low income	<p>Where our low income customers without internet access want to visit a recycling centre without a booking - should we require to close the HRC at short notice they will not be notified and may have a wasted journey which may cause additional financial burden in the cost of fuel.</p> <p>Can be mitigated No</p> <p>Justification There is no way of cancelling non booking times with individual customers as they just turn up on the day. Our communication is usually through social media which the low income customers without access to the internet would require to be notified of a closure. They would find out the site is closed when they turn up to site.</p>

4.5. Evidence

Type	Source	It says?	It Means?
External Consultation	Online and paper survey with customers of recycling centres	Only 38% of respondents are dissatisfied with the current system	This means that the HRC booking system is well accepted amongst most service users and keeping the majority of HRC opening times as bookable will accommodate this view. Having a hybrid system will accommodate some of the 38% of survey respondents who were dissatisfied with the booking system
External Consultation	Online and paper survey with customers of Recycling Centres	2.3% of respondents made bookings by telephone	This means that the provision of the telephone booking system is being used by a small percentage of customers and therefore we need to continue with this service to allow those who cannot book a slot themselves online, if they do not want to use a non bookable period at the HRC's
External Consultation	Focus Groups	All focus groups were positive about the booking system.	The communities that the focus group attendees represented are happy with the current mechanism for booking visits to HRC's
External Data	Contact Centre Call Analysis	Throughout 2021 the service received 159 complaints in regards the HRC service. Just 11% of these complaints related to the booking system itself.	The data shows that the booking system is well accepted amongst the majority of customers who do not have cause for complaint. The complaints received about the booking system itself represents a minute percentage - 0.0035% of all bookings completed.

4.6. Engagement with affected groups

Focus Groups

Online and paper based survey of HRC during the review process in 2021.

4.7. Ensuring engagement with protected groups

Printed copies of the online survey were made available at HRC's to ensure those booking by telephone still had access to the survey

4.8. Evidence of engagement

The outcome of the online survey is presented as an appendix to the ISC Report Household Recycling Centre Review January 2022 of which this proposal is the outcome of that committee.

4.9. Overall Outcome

No Negative Impacts Can Be Mitigated.

Without a booking system at all times we can only notify pre booked customers of site closures, anyone visiting the HRC during a non booking system will not be notified of short notice closures.

This is a trial proposed for a small number of sites so that we can gauge the effects of the negative impacts on those affected.

4.10. Improving Relations

An effective communication campaign will be put in place during periods of making changes to the booking systems.

Community Waste Officers will provide advice to their community and liaise with community groups in their areas

4.11. Opportunities of Equality

Bookings are available primarily online but customers are also able to make telephone bookings. We will continue to communicate with and engage with all sectors of the community to ensure that they get the best out of the HRC service.

5. Sustainability and Climate Change Impact Assessment

5.1. Emissions and Resources

Indicator	Positive	Neutral	Negative	Unknown
Consumption of energy			Yes	
Energy efficiency		Yes		
Energy source		Yes		
Low carbon transition		Yes		
Consumption of physical resources			Yes	
Waste and circularity			Yes	
Circular economy transition		Yes		
Economic and social transition		Yes		

5.2. Biodiversity and Resilience

Indicator	Positive	Neutral	Negative	Unknown
Quality of environment			Yes	
Quantity of environment		Yes		
Wildlife and biodiversity		Yes		
Infrastructure resilience			Yes	
Council resilience			Yes	
Community resilience		Yes		
Adaptation		Yes		

5.3. Negative Impacts and Mitigations

Impact Area	Details and Mitigation
Council resilience	<p>Having customers who never book visits to HRC's means that we are unable to contact these customers via email to inform them of potential changes to HRC's that may affect them such as policy decisions.</p> <p>Can be mitigated No</p> <p>Justification There is little way of informing customers who are not digitally active of changes to upcoming policy and HRC access procedures.</p>

Impact Area	Details and Mitigation
Infrastructure resilience	<p>Removing the need for booking at certain times and on certain sites decreases the Council's resilience in terms of being able to close HRC's at short notice without impacting our customers. We will not be able to cancel bookings and prevent further visits taking place as booking will no longer be required.</p> <p>Can be mitigated No</p> <p>Justification There is no way of contacting customers to inform them of a site closure until they get to site and find it closed.</p>
Infrastructure resilience	<p>Having times at HRC's where customers are allowed with no booking may mean that there is an increase in demand at these sites which cannot be planned for and is subject to the highs and lows of site usage that comes hand in hand with the weather making planning of waste movements much less resilient.</p> <p>Can be mitigated Yes</p> <p>Mitigation We can forecast times of good weather and potential customer increase and provide additional resources for servicing skips.</p> <p>Timescale As soon as hybrid trial is introduced.</p>
Quality of environment	<p>Having times at HRC's where customers are allowed with no booking may mean that there is an increase in queuing to access the HRC's. This would mean an increase in idling of older cars without start stop technology and therefore see an increase car emissions and a decrease in air quality around these sites during periods of queueing.</p> <p>Can be mitigated No</p> <p>Justification We cannot control customers visiting HRC's without a booking.</p>
Consumption of energy	<p>Having times at HRC's where customers are allowed with no booking may mean that there is an increase in queuing to access the HRC's. This would mean an increase in idling of older cars without start stop technology and therefore see an increase in fuel for customers cars</p> <p>Can be mitigated No</p> <p>Justification We cannot control customers attending HRC's without booking.</p>

Impact Area	Details and Mitigation
Consumption of physical resources	<p>Having times at HRC's where customers are allowed with no booking may mean that there is an increase in queuing to access the HRC's. This would mean an increase in idling of older cars without start stop technology and therefore see an increase in fuel for customers cars</p> <p>Can be mitigated No</p> <p>Justification We cannot control customers visiting HRC's without a booking.</p>
Consumption of physical resources	<p>With customers having to make bookings the way customers access sites has changed they visit fewer times with more waste. If we remove the need for booking there is potential for customers to revert back to visiting sites more often and with less waste.</p> <p>Can be mitigated No</p> <p>Justification We would not be able to control how often customers who do not book access HRC's or quantities of waste they bring in.</p>
Waste and circularity	<p>As demand on HRC's at times where non booking is available increases site attendants may have less time to spend with customers directing them to recycle more and reducing contamination. We may see an increase in contaminated waste such as asbestos which is a banned material being deposited in landfill or rubble skips.</p> <p>Can be mitigated No</p> <p>Justification We cannot control customers visiting HRC's without a booking. If we have to have 1 of the site attendants managing traffic flow that takes them away from their duties of maximising recycling and keeping customers safe whilst on site.</p>

5.4. Evidence

Type	Source	It says?	It Means?
External Consultation	Consultations with Other Booking System Users	In general those Local Authorities using a HRC booking system have found that numbers of visits reduce but the amount of waste brought per visit increases.	It means that booking systems affect peoples use of HRC's making their journeys more efficient.

Type	Source	It says?	It Means?
Internal Data	Pentagull booking data, car counter data, Waste Transfer Note tonnage data for materials removed from site.	<p>Comparing a 10 month period before the booking system was implemented with a 10 month period once the booking system was installed we found the following</p> <p>Pre Booking visitor numbers across all HRC's were 931,131, post booking this was 407,760 a reduction of 56% in terms of visitor numbers.</p> <p>Pre booking the tonnage deposited at sites was 37,353 across all sites post booking 32,657 tonnes a reduction of 12.57% in terms of tonnage deposited at sites.</p> <p>The average KG deposit per customer per visit increased from 40.12kg to 80.09kg an increase of 99.63%</p>	<p>The data shows that the way that customers visit recycling centres has changed. Customers come less often but with more material therefore reducing the number of miles a customer will travel in the delivery of their waste to HRC's. We are likely to see this benefit reduce if we introduce no booking periods.</p>

5.5. Overall Outcome

Only Some Negative Impacts Can Be Mitigated.

We are unable to influence and inform customers that choose not to make a booking but to turn up on the day in a non booking period.

This proposal is a trial to assess the impact following a hybrid implementation.

6. Town Centre's First Impact Assessment

6.1. Local Factors

Indicator	Positive	Neutral	Negative	Unknown
Town centre assets		Yes		
Footfall		Yes		
Changes to road layouts		Yes		
Parking		Yes		
Infrastructure changes		Yes		
Aesthetics of the town centre		Yes		
Tourism		Yes		
Public safety			Yes	
Town centre business		Yes		
Cultural heritage and identity		Yes		
Social and cultural aspects		Yes		

6.2. Negative Impacts and Mitigations

Impact Area	Details and Mitigation
Public safety	<p>By removing requirement to book we will be unable to prevent queues building up outside HRC's, this may affect traffic causing disruption and prohibiting smooth traffic flow affecting traffic safety on roads in and around HRC's</p> <p>Can be mitigated No</p> <p>Justification We are unable to mitigate this</p>

6.3. Evidence

Type	Source	It says?	It Means?
Internal Consultation	HRC frontline colleagues	Information from frontline HRC's suggest that queues at HRC's have all but vanished as we are able to manage traffic flow at HRC's through th ebooking system.	In periods of non booking we will be unable to manage traffic build up.

6.4. Overall Outcome

No Negative Impacts Can Be Mitigated.

We are unable to control numbers of customers that will visit HRC's during non booking periods.

This is a trial to gauge impact on the service and allow id to develop mitigations f required. i

7. Action Plan

Planned Action	Details	
All changes to the booking system will be effectively communicated with service users.	Lead Officer	Caroline Roff
	Repeating Activity	Yes
	Frequency	Each time changes are made to the booking system
	Duration	2 weeks period 1 week before and 1 week after each change to booking system
	Expected Outcome	Customers will be informed of changes to the booking system
	Resource Implications	Communications Team
Monitoring of equality impacts	Lead Officer	Claire Loney
	Repeating Activity	No
	Planned Start	Saturday October 01, 2022
	Planned Finish	Friday March 31, 2023
	Expected Outcome	We will continue to monitor equality impacts through the following processes:_ Number of telephone bookings Number of visits during non booking periods Feedback through customer complaints Feedback through elected members
	Resource Implications	Team Manager Waste Processing and Disposal, Support Leader North