

TO: JOINT WASTE DISPOSAL BOARD
2nd December 2021

PROGRESS REPORT
Report of the re3 Project Director

1 INTRODUCTION

- 1.1 The purpose of this report is to brief the re3 Joint Waste Disposal Board on progress in the delivery of the re3 Joint Waste PFI Contract.

2 RECOMMENDATION

- 2.1 **That Members note the contents of this report.**
- 2.2 **That Members restate their commitment to preparing a service development programme, for kerbside glass collection, once there is clarity over the strategic status, scale and funding for such a service, as described at 5.15 below.**
- 2.3 **That Members approve the recommendation at 5.35 to extend the rigid plastic trial until June 2022.**
- 2.4 **That Members approve the recommendation to implement the new charging structure, as shown at 5.51.**

3 ALTERNATIVE OPTIONS CONSIDERED

- 3.1 None for this report.

4 REASONS FOR RECOMMENDATION

- 4.1 The purpose of this report is to brief Members in relation to progress in delivery of the re3 Joint Waste PFI Contract.

5 PROGRESS IN RELATION TO WASTE MANAGEMENT

re3 and Council Performance Statistics

- 5.1 The provisional recycling rates for April to October are presented below, with a comparison with 2020/21 shown in Appendix 1.

| | Apr-Jun | Jul-Sept | Oct | YTD |
|-----|---------|----------|-------|-------|
| BFC | 58.4% | 56.9% | 58.3% | 57.7% |
| RBC | 53.0% | 51.8% | 50.6% | 52.2% |
| WBC | 55.3% | 57.6% | 48.5% | 55.6% |

- 5.2 As Members will be aware, recycling rates are usually highest in the first half of the year and are often slightly higher in quarter 1 than in quarter 2. In Wokingham the recycling rate in quarter 2 was higher. Levels of garden waste in this authority were a relevant factor. The decline in recycling rate in October is also linked to garden waste. The suspension of the kerbside service for much of the month has had a noticeable impact. However the resumption of this service in November may lead to a recovery later in the quarter.

- 5.3 At the Joint Waste Disposal Board meeting in September, Officers advised that

decreases in residual waste capacity had the potential to lead to increases in MDR contamination, and that a slight decrease in the levels of target materials had been seen in Bracknell Forest. The inclusion of the most recent data has resulted in contamination rates more similar to those of last year, and we continue to see no increase in contamination in Reading. Officers will continue to monitor this.

- 5.4 The recycling rates for the re3 recycling centres are 70.3% for Longshot Lane and 73.9% at Smallmead. They are shown in Appendix 1, alongside a comparison from last year.

Environment Bill

- 5.5 On 10th November 2021, the Environment Act was passed into UK law. The process of the Act had been delayed by the Covid-19 pandemic.
- 5.6 Members will recall that during the Spring of 2021, consultation responses were prepared by the re3 Project Team and submitted by the re3 partnership, on the subjects a deposit return scheme (DRS) and extended producer responsibility (EPR). A further response was drafted for the respective councils on consistency in waste collection.
- 5.7 The outcome of the three consultations are expected, most likely, in early 2022. Thereafter, secondary legislation will be passed which provides the specific details and obligations, in each area.

Kerbside Glass Recycling

- 5.8 At the re3 Board meeting on 23rd January 2020, Members undertook to consider kerbside glass collection following the important roll-out of new kerbside waste collections, for recyclables and food, that were planned for Bracknell Forest and Reading (earlier changes having been made in Wokingham).
- 5.9 Those service introductions were, as with the progress of the Environment Bill, delayed for a short period of time due to the Colvid-19 pandemic. They have been successful in many regards and the appropriate focus of resources has undoubtedly been a factor. They are now nearing completion.
- 5.10 There remain many important aspects of the likely local authority obligations, from the Environment Act, that are still unclear.
- 5.11 As an example, it is not obviously apparent, from the impact assessments appended to the Government consultations, earlier this year, that protected characteristics such as age and disability have been given consideration in relation to DRS. The concern articulated in the re3 consultation response (and potentially other responses), was that there may be a large number of residents for whom accessing a reverse-vending location, and/or using a reverse-vending terminal, may be quite difficult.
- 5.12 It is hoped that when the consultations are fully analysed and their findings incorporated into future Secondary Legislation, such considerations will be addressed.
- 5.13 A business case for procuring vehicles and staff sufficient to serve all households in the three-council area, alongside a comprehensive DRS, would be unlikely to represent value for money. The two services would seek to capture the same source of material and would overlap, and duplicate effort, to a great extent.
- 5.14 It will be important for the re3 councils to ensure that any new service can be efficiently specified – both to ensure it serves the genuine needs of local residents but also to

manage the potentially significant financial impacts.

- 5.15 As described above at 5.7, secondary legislation, drafts of which have yet to be made public, will determine the scale of any DRS. The legislative and strategic detail will need to be considered in a local context, alongside the specifics and timing of any 'new net burdens' funding. Once those essential pre-requisites for the re3 councils (and no-doubt many other local authorities across the country) can be put together, it will be possible to prepare a programme for a kerbside glass collection service.
- 5.16 In the interests of clarity, Members of the Board, on behalf of the re3 councils, are recommended to re-state their commitment to exploring kerbside glass collection when the aforementioned pre-requisites have been clarified by Government.

Mixed Glass

- 5.17 The re3 Partnership operates more than 570 bring banks for glass, across 138 sites. Residents are asked to separate glass bottles and jars according to their colour; green, brown or clear. Separation by colour was previously necessary to ensure that re3 glass could be recycled back into bottles and jars.
- 5.18 With the introduction of colour sorting technology at reprocessor facilities, mixed glass can now be separated into different colour streams by machinery. As a result, all of the re3 glass recycling banks will begin accepting mixed glass from the middle of November. The re3 glass will continue to be recycled via a closed-loop process.
- 5.19 The Contractor has calculated that 25% of re3 glass is brown, 34% is clear and 41% is green. As many bring bank sites currently have one bank for each colour, mixed glass collections should help to optimise the collection schedules and reduce the likelihood of overflows. Mixed glass collections will also help to optimise space in the collection vehicles and at the re3 transfer stations.
- 5.20 As well as financial and environmental benefits, it is anticipated that the change will also make recycling at the bring banks easier for re3 residents.
- 5.21 New stickers will be added to the collars of the existing bring banks to inform residents of the change. A press release has also been published and the information accessible via the QR code on the banks and on the re3 website has been updated.
- 5.22 In addition, this information is being publicised using re3 social media and newsletter as well as via the council own social channels. An advert on the mixed glass was produced and placed in the resident's magazine that is going to be distributed amongst Bracknell's residents.

Reuse Pop-Up Shop

- 5.23 The first ever re3 Reuse Pop-Up Shop was organised on the 23rd and 24th October at the Reading Recycling Site. The pop-up shop was located at the car park allowing residents to visit without a booking.
- 5.24 The event was organised and supported by the Contractor, who was responsible for gathering suitable items for reuse, arranging its storage and performing quality and safety checks.
- 5.25 The pop-up shop was promoted to the public using available re3 channels such as social media and the newsletter and was also publicised in the local news outlets.

- 5.26 Visitors to the reuse shop were able to purchase items from a wide range of kids toys and games including electronic games, board games and books, sporting goods including kids and adults' bicycles; garden tools, pots and planters; electrical and a selection of furniture.
- 5.27 Over the weekend, we registered 350 items being sold and re-homed, at a total weight of just over 2.76 tonnes.
- 5.28 All profit generated during the weekend was donated for a good cause, Sue Ryder.
- 5.29 Feedback from the event was exceptional with visitors praising the concept, value of items and friendly behaviour of staff.
- 5.30 The event provided opportunity to learn some important lessons about running similar activities in the future. A decision about hosting regular event of the similar nature will be made after the next trial event at the Bracknell site that is currently planned for January 2022.
- 5.31 Photos from the event can be seen in Appendix 2.

Rigid Plastics Recycling Trial

- 5.32 Members will recall that a rigid plastics recycling trial commenced at both Recycling Centres in early July 2021. The purpose of the trial was to enable the costs and benefits of the service to be assessed.
- 5.33 At the meeting of the Joint Waste Disposal Board in September 2021, Officers reported that the cost to recycle rigid plastics was a little higher than the cost of sending the same waste to landfill. Officers have liaised with the Contractor in relation to haulage of the material and the weight per load has been slightly increased. Updated costs are therefore presented in Appendix 3. Members will note that the average cost per tonne in September and October stood at £133. This compares to £147 per tonne to send the same waste to landfill.
- 5.34 The reprocessor remains predominantly happy with the quality of the re3 material and residents have continued to make good use of the service. In the four months between July and October (inclusive), over 120 tonnes of rigid plastics have been sent for recycling.
- 5.35 Whilst Officers continue to work with the Contractor ensure transport of loads is efficient, it is recommended that the trial be extended for another six months, until June 2022.

Recycling Centre Usage

- 5.36 Members will recall that a number of trials were undertaken over the summer to progressively increase the number of bookable slots available at the recycling centres. The intention was to reach an optimised and practically operable level.
- 5.37 A proposal for increased levels of slots was approved at the Joint Waste Disposal Board in September, leading to 7,080 slots being available per week at Smallmead, by the end of September, and 6,978 slots being available at Longshot Lane.
- 5.38 As a result of the winter opening hours coming into effect from 1st October, the number of available slots is currently 6,192 per week at Smallmead and 6,096 per week at Longshot Lane.

- 5.39 Following the increase in available slots, the Recycling Centres are no longer becoming fully booked, and same-day appointments are routinely available. A graph showing the percentage of booked slots during the 8-week period in September and October is shown in Appendix 4. On average, 84% of slots at Smallmead, and 87% of slots available at Longshot Lane were booked per week, during this period.
- 5.40 Some time slots are more in demand than others, and this is also shown in Appendix 4. Members will observe that some slots remain fully booked and that the booking system continues to manage the flow of users to the sites.
- 5.41 The recent data also indicates that the ‘no show rate’ at Smallmead appears to be declining. Whilst the reason for this is unclear, the availability of additional slots may be a relevant factor. Officers will continue to monitor this data.

User Satisfaction

- 5.42 The annual User Satisfaction Survey for the re3 Recycling Centres was conducted in the autumn of 2021.
- 5.43 Following the successful use of an online survey in 2020, residents were again invited to participate in an online survey after their trip home.
- 5.44 The survey was conducted between the 27th October and 18th November and 1,479 responses were received for Longshot Lane, whilst 1,383 responses were received for Smallmead.
- 5.45 At Smallmead the number of respondents rating their overall satisfaction levels as 4 or 5 out of 5 was 91%. At Longshot Lane, this figure was 88%.
- 5.46 A further comparison of the two sites is presented in Appendix 5. Whilst the results are mixed, there have been no significant changes since the 2020 survey, and overall levels of satisfaction at Smallmead have slightly increased. The proportion of residents giving the highest marks for how safe they felt on site also increased in 2021; rising from 94% at both sites in 2020 to 96% at Smallmead and 97% at Longshot Lane.
- 5.47 During the 2021 survey, resident opinion on the booking system was sought and the final results are presented in Appendix 6. There was a balanced response with regards to the preference to come to site ‘whenever you like’. However the other responses demonstrate that the vast majority of residents find the booking system to use and that it has positive benefits in terms of queue length and ability to recycle.
- 5.48 Officers will review the full results of the survey with the Contractor to identify further areas for improvement.

Chargeable Wastes at HWRC

- 5.49 Members will recall that the chargeable waste prices at the Recycling Centres were reviewed when the Trade Waste trial became a permanent service and that the amended prices were implemented in April 2021.
- 5.50 As a result of inflation, an increase in fees and charges is being proposed by one of the re3 Councils. Following on from this, Officers have reviewed the prices being charged for disposal of waste at the re3 recycling centres.

- 5.51 As Members have previously requested that prices be rounded there are some materials for which a 5% increase in costs is effectively already covered. However there are a small number of materials where an increase would be unavoidable. These are detailed below.

| User | Material | Unit | Current Price | Proposed Price (where different) |
|--------------------------|---|----------|---------------|----------------------------------|
| Residents and Businesses | Plasterboard | 25L | £1.50 | |
| | Rubble | 25L | £2.50 | |
| | Soil | 25L | £2.50 | |
| | Asbestos | 20kg | £8.00 | |
| | Gas Canisters | Per item | £6.00 | |
| Businesses | Bagged General Waste | 25L | £1.50 | |
| | Garden Waste | 25L | £0.50 | £1.00 |
| | Wood | 25L | £0.50 | £1.00 |
| | Paper, Cardboard, Tins, Cans, Plastic Bottles, Pots, Tubs and Trays | 25L | £0 | |
| | Glass bottles and jars | 25L | £0 | |
| | Scrap Metal | 25L | £0 | |
| | Textiles | 25L | £0 | |
| | Bulky Residual Items | Per item | £7.00 | |
| | Small Electrical Items | Per item | £0.50 | £1.00 |
| | Large Electrical Items (WEEE) | Per item | £4.50 | |
| | Computers/TVs | Per item | £1.50 | |
| | Fridge/Freezers | Per item | £5.00 | |
| | Commercial Fridge/Freezers | Per item | £62.00 | £65.00 |
| | Ink Cartridges | Per item | £1.00 | |
| | Engine Oil | 5L | £1.00 | |

- 5.52 Any agreed changes to the charges will be implemented from April 1st 2022.

re3Grow Compost

- 5.53 Following the successful sale of re3grow compost in 2020/21, Officers have ordered 10,000 bags of 40L compost for next year. The compost is set to arrive in early Spring 2022.
- 5.54 To cover the costs, the price per bag will be £4, or residents can purchase three bags for £11.

Communications

- 5.55 At the end of September during the Recycle Week, re3 Officers with the support of Contractor delivered a webinar that focused on benefits of recycling and its impact on the climate change. The event was very well received and was attended by almost 70 participants. Registered participants who were unable to attend (in total 160) received the link to the recording which can be access via re3 YouTube channel.
- 5.56 MRF Robot picker has been successfully installed at the Reading facility and is currently at the machine optimisation stage, for example is learning how to target materials with varying labels (images attached in the Appendix 6). A current overall

successful pick up rate is around 80% with the plastic pick up rate exceeding 90%. Further communications activities, including naming of the robot are being planned.

- 5.57 Festive communication activities are being planned with a social content to be provided to the respective teams.

6 ADVICE RECEIVED FROM ADMINISTERING AUTHORITY

Head of Legal Services

- 6.1 None for this report.

Corporate Finance Business Partner

- 6.2 None for this report.

Equalities Impact Assessment

- 6.3 None.

Strategic Risk Management Issues

- 6.4 None

Climate Impact Assessment

- 6.5 Each of the re3 Councils has made commitments relating to climate change, and the UK Government declared a Climate Change emergency in 2019. As a result, a high-level assessment has been undertaken on the impact of mixed glass collections on carbon emissions.

- Energy Use – No known impacts
- Waste Generation – No known impacts
- Transport – Additional lifts take place in addition to scheduled lifts, when a bank has overflowed, or is likely to overflow before its collection. If all additional lifts could be prevented via mixed glass collections, the Contractor estimates that almost 2000 fewer miles would need to be driven per year. In addition, mixed glass will generally be processed at a site closer than the one used for colour separated glass. For each load processed at the closer site, this saves 114 miles.

- 6.6 It has also been assessed whether the decision will improve resilience to climate change impacts.

- Heatwaves – No known impacts
- Drought – No known impacts
- Flooding – No known impacts
- High Winds/Storms – No known impacts
- Disruption to Supply Chains – No known impacts

- 6.7 The overall rating assigned to this change is a 'low positive' one.

7 CONSULTATION

- 7.1 Principal Groups Consulted

Not applicable.

7.2 Method of Consultation

Not applicable.

7.3 Representations Received

Not applicable.

Background Papers

October 2020 re3 Board

Contacts for further information

Sarah Innes, re3 Monitoring and Performance Officer
0118 937 3459
sarah.innes@reading.gov.uk

Monika Bulmer, re3 Marketing and Communications Officer
0118 937 3460
monika.bulmer@reading.gov.uk

Oliver Burt, re3 Project Director
0118 937 3990
oliver.burt@reading.gov.uk

APPENDIX 1 – WASTE STATISTICS

Bracknell Forest

| Category | Background | April-Oct 2021/22 | | April-Dec 2020/21 | |
|---|--|--|--------|--|--------|
| | | | | | |
| C1A Statutory Recycling Target | This target is the traditional 'recycling rate' target that should be comparable with other councils in the UK. | 57.72% | | 43.07% | |
| C1B Kerbside Recycling | Using the respective weekly council kerbside collections is an effective way to recycle. This indicator looks at this service alone. | 38.54% | | 25.93% | |
| C1C Including Incinerator Bottom Ash (IBA) | <i>Despite displacing 'virgin' materials, the recycling of IBA into building blocks is not yet counted as 'recycling' by the Government. Nonetheless, re3 recognises the value of this activity.</i> | 7% | | 8% | |
| C1E Contamination | <i>Contamination is the term used to describe items which are not supposed to be present within recyclables. The level of contamination is, therefore, an indicator of the effectiveness of waste collection arrangements. It also has an impact on recycling because at high levels of contamination it can become harder to separate 'good' recyclables from the unwanted items.</i> | Target | 83.96% | Target | 83.89% |
| | | Non Target Paper and Card | 1.88% | Non Target Paper and Card | 2.59% |
| | | Other Non-Target and Non-Recyclable Material | 14.16% | Other Non-Target and Non-Recyclable Material | 13.52% |

Reading

| Category | Background | April-Oct 2021/22 | | April-Dec 2020/21 | |
|---|--|--|--------|--|--------|
| | | | | | |
| C2A Statutory Recycling Target | This target is the traditional 'recycling rate' target that should be comparable with other councils in the UK. | 52.16% | | 34.20% | |
| C2B Kerbside Recycling | Using the respective weekly council kerbside collections is an effective way to recycle. This indicator looks at this service alone. | 35.84% | | 21.92% | |
| C2C Including Incinerator Bottom Ash (IBA) | <i>Despite displacing 'virgin' materials, the recycling of IBA into building blocks is not yet counted as 'recycling' by the Government. Nonetheless, re3 recognises the value of this activity.</i> | 9% | | 10% | |
| C1E Contamination | <i>Contamination is the term used to describe items which are not supposed to be present within recyclables. The level of contamination is, therefore, an indicator of the effectiveness of waste collection arrangements. It also has an impact on recycling because at high levels of contamination it can become harder to separate 'good' recyclables from the unwanted items.</i> | Target | 82.11% | Target | 80.08% |
| | | Non Target Paper and Card | 2.28% | Non Target Paper and Card | 3.83% |
| | | Other Non-Target and Non-Recyclable Material | 15.61% | Other Non-Target and Non-Recyclable Material | 16.08% |

Classification: UNCLASSIFIED

Wokingham

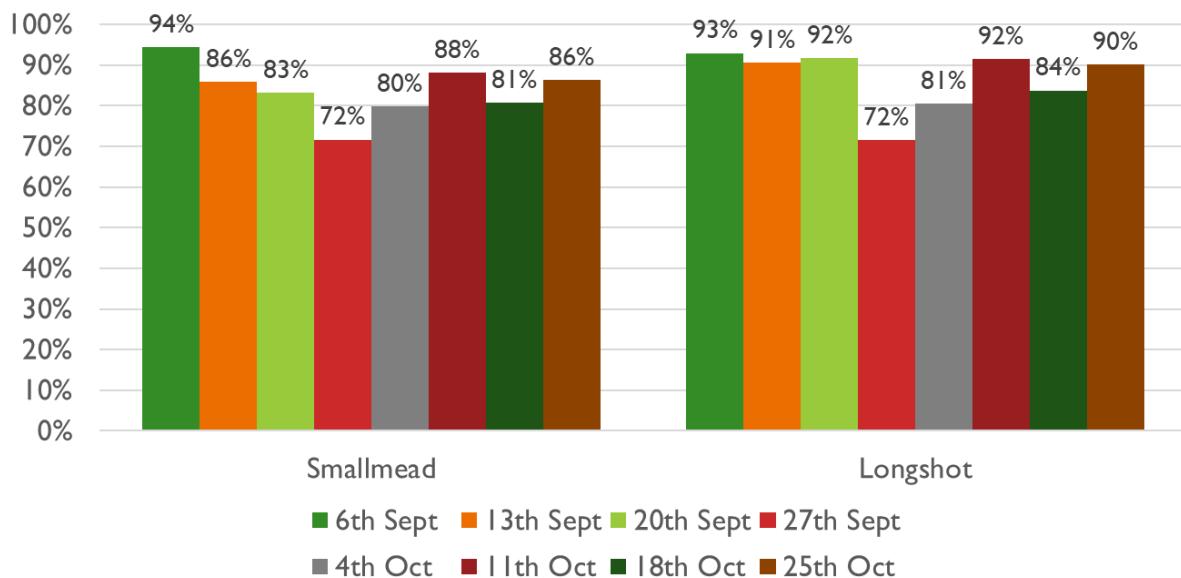
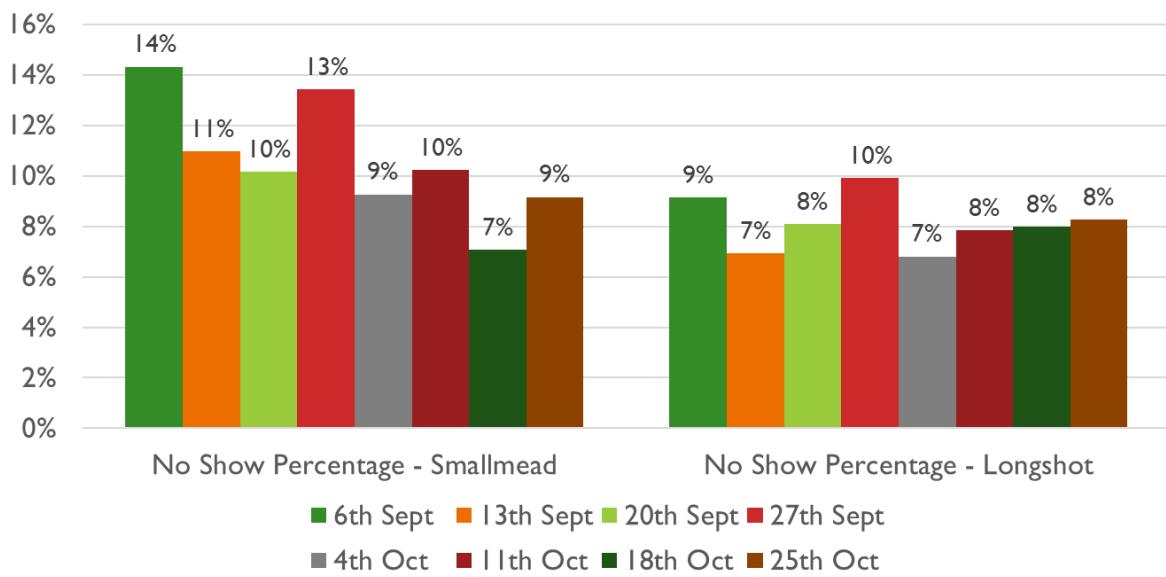
| Category | Background | April-Oct 2021/22 | | April-Dec 2020/21 | |
|--|--|--|--------|--|--------|
| | | | | | |
| C3A Statutory Recycling Target | This target is the traditional 'recycling rate' target that should be comparable with other councils in the UK. | 55.58% | | 50.85% | |
| C3B Kerbside Recycling | Using the respective weekly council kerbside collections is an effective way to recycle. This indicator looks at this service alone. | 35.97% | | 33.97% | |
| C3C <i>Including Incinerator Bottom Ash (IBA)</i> | <i>Despite displacing 'virgin' materials, the recycling of IBA into building blocks is not yet counted as 'recycling' by the Government. Nonetheless, re3 recognises the value of this activity.</i> | 7% | | 8% | |
| C1E Contamination | <i>Contamination is the term used to describe items which are not supposed to be present within recyclables. The level of contamination is, therefore, an indicator of the effectiveness of waste collection arrangements. It also has an impact on recycling because at high levels of contamination it can become harder to separate 'good' recyclables from the unwanted items.</i> | Target | 86.29% | Target | 74.11% |
| | | Non Target Paper and Card | 3.59% | Non Target Paper and Card | 13.82% |
| | | Other Non-Target and Non-Recyclable Material | 10.12% | Other Non-Target and Non-Recyclable Material | 12.07% |

Recycling Centres

| Category | April-Oct 2021/22 | | April-Dec 2020/21 | |
|--------------------|-------------------|--|-------------------|--|
| | | | | |
| D Longshot Lane | 70.31% | | 73.75% | |
| D Smallmead | 73.91% | | 78.35% | |

APPENDIX 2**a) Reuse Pop Up event****b) MRF robot****APPENDIX 3 – RIGID PLASTICS RECYCLING COSTS (6th Sept 2021 – 31st Oct 2021)**

| Description | Unit | Cost per Unit | No of Units | Total |
|-----------------------------------|-----------|---------------|-------------|----------------|
| Bin Hire at Longshot | Per week | £50 | 8 | £400 |
| Transport - Longshot to Smallmead | Per trip | £120 | 15 | £1,800 |
| Transport - Smallmead to Haulaway | Per trip | £360 | 10 | £3,600 |
| Gate Fee/Processing | Per tonne | £50 | 70 | £3,503 |
| Contamination Payment | Per tonne | £140 | 0 | £0 |
| Total - For 8 weeks | | | | £9,303 |
| Approx cost per tonne | | | | £132.79 |

APPENDIX 4 – RECYCLING CENTRE USAGE**Percentage of Slots booked per week****No Show Rate per week – Based on recycling centre barrier count**

Classification: UNCLASSIFIED

Smallmead Bookings by 30-minute slot (October 2021)

| | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY |
|---------|--------|---------|-----------|----------|--------|----------|--------|
| 8:00am | 40% | 44% | 48% | 43% | 64% | 85% | 55% |
| 8:30am | 20% | 20% | 14% | 34% | 35% | 60% | 33% |
| 9:00am | 36% | 30% | 36% | 45% | 72% | 94% | 60% |
| 9:30am | 77% | 70% | 89% | 90% | 96% | 93% | 79% |
| 10:00am | 98% | 97% | 99% | 100% | 100% | 100% | 100% |
| 10:30am | 90% | 94% | 96% | 98% | 100% | 100% | 94% |
| 11:00am | 100% | 100% | 100% | 99% | 100% | 100% | 100% |
| 11:30am | 95% | 93% | 88% | 93% | 100% | 100% | 100% |
| 12:00pm | 96% | 98% | 100% | 97% | 99% | 100% | 100% |
| 12:30pm | 89% | 80% | 98% | 91% | 100% | 100% | 80% |
| 1:00pm | 93% | 89% | 97% | 89% | 100% | 98% | 97% |
| 1:30pm | 72% | 63% | 88% | 87% | 100% | 45% | 67% |
| 2:00pm | 100% | 97% | 100% | 100% | 99% | 86% | 99% |
| 2:30pm | 83% | 83% | 88% | 98% | 100% | 71% | 80% |
| 3:00pm | 85% | 83% | 77% | 87% | 100% | 82% | 95% |
| 3:30pm | 85% | 68% | 66% | 73% | 95% | 66% | 87% |
| 4:00pm | 82% | 67% | 76% | 76% | 96% | 100% | 94% |
| 4:30pm | 77% | 64% | 72% | 61% | 92% | 100% | 100% |
| 5:00pm | 96% | 97% | 89% | 92% | 95% | 100% | 100% |
| 5:30pm | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

Longshot Lane Bookings by 30-minute slot (October 2021)

| | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY |
|---------|--------|---------|-----------|----------|--------|----------|--------|
| 8:00am | 53% | 47% | 53% | 54% | 59% | 73% | 42% |
| 8:30am | 28% | 31% | 33% | 33% | 48% | 61% | 36% |
| 9:00am | 54% | 73% | 58% | 50% | 82% | 94% | 80% |
| 9:30am | 98% | 98% | 72% | 83% | 96% | 98% | 67% |
| 10:00am | 100% | 100% | 100% | 99% | 100% | 100% | 100% |
| 10:30am | 99% | 100% | 99% | 94% | 100% | 100% | 88% |
| 11:00am | 100% | 100% | 97% | 100% | 100% | 100% | 100% |
| 11:30am | 99% | 101% | 87% | 96% | 100% | 100% | 97% |
| 12:00pm | 99% | 96% | 93% | 86% | 100% | 101% | 100% |
| 12:30pm | 95% | 92% | 71% | 74% | 89% | 100% | 84% |
| 1:00pm | 96% | 92% | 78% | 86% | 88% | 83% | 95% |
| 1:30pm | 91% | 93% | 71% | 77% | 86% | 49% | 61% |
| 2:00pm | 99% | 99% | 94% | 100% | 100% | 83% | 99% |
| 2:30pm | 99% | 100% | 93% | 99% | 100% | 58% | 84% |
| 3:00pm | 98% | 88% | 100% | 100% | 100% | 96% | 99% |
| 3:30pm | 84% | 87% | 84% | 94% | 94% | 72% | 90% |
| 4:00pm | 99% | 92% | 90% | 99% | 100% | 100% | 100% |
| 4:30pm | 91% | 86% | 81% | 91% | 100% | 100% | 95% |
| 5:00pm | 100% | 88% | 90% | 96% | 100% | 100% | 100% |
| 5:30pm | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

APPENDIX 5 – USER SATISFACTION STATISTICS

| | Smallmead | | Longshot Lane | |
|----------------|-----------|------|---------------|------|
| | 2021 | 2020 | 2021 | 2020 |
| Overall Rating | 91% | 89% | 88% | 88% |
| Queuing | 82% | 84% | 80% | 80% |
| Cleanliness | 83% | 85% | 85% | 87% |
| Meet and Greet | 83% | 83% | 84% | 86% |
| Customer Care | 81% | 81% | 79% | 83% |

Classification: UNCLASSIFIED

Classification: UNCLASSIFIED

APPENDIX 6 – BOOKING SYSTEM FEEDBACK

| Smallmead | Strongly Disagree | | Disagree | | Neither Agree nor Disagree | | Agree | | Strongly Agree | |
|---|--------------------------|-------|-----------------|-------|-----------------------------------|-------|--------------|-------|-----------------------|-------|
| With the booking system in place, I find I can recycle more effectively at the site | 44 | 3.2% | 41 | 3.0% | 196 | 14.2% | 454 | 32.8% | 648 | 46.9% |
| With the booking system in place, I find I queue for less time to access the recycling centre | 31 | 2.2% | 33 | 2.4% | 115 | 8.3% | 390 | 28.2% | 814 | 58.9% |
| I dislike having to plan my trip in advance | 390 | 28.2% | 454 | 32.8% | 278 | 20.1% | 173 | 12.5% | 88 | 6.4% |
| I find it hard to get a slot when I need one | 445 | 32.2% | 600 | 43.4% | 215 | 15.5% | 80 | 5.8% | 43 | 3.1% |
| The online booking system is easy to use | 16 | 1.2% | 20 | 1.4% | 38 | 2.7% | 476 | 34.4% | 833 | 60.2% |
| I don't always remember to cancel bookings I no longer need | 456 | 33.0% | 334 | 24.2% | 485 | 35.1% | 82 | 5.9% | 26 | 1.9% |
| I preferred being able to access the site whenever I liked | 221 | 16.0% | 272 | 19.7% | 461 | 33.3% | 233 | 16.8% | 196 | 14.2% |

| Longshot Lane | Strongly Disagree | | Disagree | | Neither Agree nor Disagree | | Agree | | Strongly Agree | |
|---|--------------------------|-------|-----------------|-------|-----------------------------------|-------|--------------|-------|-----------------------|-------|
| With the booking system in place, I find I can recycle more effectively at the site | 53 | 3.6% | 75 | 5.1% | 223 | 15.1% | 491 | 33.2% | 637 | 43.1% |
| With the booking system in place, I find I queue for less time to access the recycling centre | 36 | 2.4% | 43 | 2.9% | 105 | 7.1% | 494 | 33.4% | 801 | 54.2% |
| I dislike having to plan my trip in advance | 393 | 26.6% | 447 | 30.2% | 301 | 20.4% | 222 | 15.0% | 116 | 7.8% |
| I find it hard to get a slot when I need one | 421 | 28.5% | 652 | 44.1% | 269 | 18.2% | 93 | 6.3% | 44 | 3.0% |
| The online booking system is easy to use | 20 | 1.4% | 29 | 2.0% | 52 | 3.5% | 568 | 38.4% | 810 | 54.8% |
| I don't always remember to cancel bookings I no longer need | 540 | 36.5% | 312 | 21.1% | 500 | 33.8% | 90 | 6.1% | 37 | 2.5% |
| I preferred being able to access the site whenever I liked | 243 | 16.4% | 307 | 20.8% | 442 | 29.9% | 255 | 17.2% | 232 | 15.7% |

Classification: UNCLASSIFIED