

**TO: JOINT WASTE DISPOSAL BOARD
14 DECEMBER 2011**

**OPENING HOURS AT re3 HOUSEHOLD WASTE RECYCLING CENTRES
(Report by the Project Director)**

1. INTRODUCTION

- 1.1 The purpose of this report is to explore the potential for modifying the opening hours at the Household Waste Recycling Centres.

2. RECOMMENDATIONS

- 2.1 **That Members note the contents of this report.**
- 2.2 **That Members request a further report at a subsequent meeting which details potential options for changing the HWRC opening hours, promoting savings and efficiency and utilising the public facilities to greater effect.**

3. SUPPORTING INFORMATION

HWRC Opening Hours

- 3.1 At the JWBD meeting of July 7th 2011, officers described two potential saving options.
- 3.2 The first option related to the delivery of education and waste minimisation functions. Members decided that the function in the contract be retained but that the terms and conditions be revised so that the roles were seconded to the councils. Alongside this change it was decided that the budget for activities in relation to this service would be reduced. Officers are currently working with the contractor to deliver these changes.
- 3.3 At the request of the re3 Project Team, the Contractor considered the potential saving that might be made from reductions in opening hours at the HWRCs. This was the second saving option.
- 3.4 Members will recall that on its own, the estimated saving proposal by the contractor was insufficient to warrant the change in service.
- 3.5 As a result officers considered the potential for the council facilities to be made available for periods of time for use by SMEs/local traders. Members decided that further details should be brought to a future meeting.
- 3.6 The purpose of this report is to investigate the potential for altering opening hours at the HWRCs.
- 3.7 In November officers carried out an analysis of the opening hours of other HWRCs around the country. Sites were selected for inclusion in the analysis if they were local, run by WRG or if the local authority had a long term waste PFI contract. In total, 120 sites were surveyed across 18 different authorities. These authorities included each of those within Berkshire.
- 3.8 The results of this analysis can be found in Appendix 1.
- 3.9 The main findings were as follows:

- a) The average opening time of the HWRCs surveyed was 8:30am. The current opening time of the re3 HWRCs is 8:00am.
 - b) During the summer months, the average closing time of the HWRCs surveyed is 6:30pm. The closing time of the re3 HWRCs is 8:00pm.
 - c) During the winter months, the average closing time of the HWRCs surveyed is 4:30pm. The closing time of the re3 HWRCs is 6:00pm.
- 3.10 These findings indicate that for each day during the year, the re3 councils are providing an HWRC service for two hours longer than the other authorities surveyed.
- 3.11 It was found that in the summer, 16% of the surveyed sites operate for the same number of hours as the re3 HWRCs and 83% of sites operate for fewer.
- 3.12 In winter, 13% of the surveyed sites operate for the same number of hours as the re3 HWRCs and 86% of sites operate for fewer.
- 3.13 Only one of the 120 sites had longer opening hours than the re3 sites in both summer and winter. This site is the only one to serve residents of the Isle of Wight during weekdays and this may be why longer hours are required. In addition, one site in Wrexham was open for longer hours during winter only.
- 3.14 Traffic count data collected during the 2010 and 2011 HWRC User Satisfaction Surveys was also analysed in order to investigate the levels of usage at the re3 sites.
- 3.15 The results of this analysis can be found in Appendix 2.
- 3.16 Results for both years and for both sites were similar. Although visits were slightly more evenly spread throughout the day in 2011, each analysis showed that visitor numbers were lowest at the beginning and end of the day.
- 3.17 In 2011, only 4.46% of Longshot visits and 3.10% of Smallmead visits took place before 9:00am in the week surveyed. This equates to 348 and 323 visitors respectively over the course of the week.
- 3.18 In addition, only 5.91% of Longshot visits and 6.43% of Smallmead visits took place between 6:00pm and site closing at 8:00pm. This equates to 461 and 669 visitors respectively over the course of the week.
- 3.19 Data from the analysis of the HWRC opening times showed that 42.5% of the sites did not open before 9:00am and 45% of the sites close at or before 18:00pm during the summer months.
- 3.20 The results indicate that the opening hours of these HWRCs may already have been changed to acknowledge the periods of reduced patronage.
- 3.21 Visits to the re3 HWRCs after 6:00pm were particularly few at the weekends. In 2011, only 0.03% of the weeks visits to Longshot, and 0.31% of visits to Smallmead, took place during this period. No visits took place after 7:00pm at either site on the weekends surveyed.
- 3.22 A small number of the sites surveyed as part of the HWRC opening times analysis operate slightly different opening hours on one or both weekend days.

- 3.23 The busiest period at both re3 sites is between 10:00 and 16:00. As a result, should any changes ultimately be made, it is proposed that they be made outside of these 'core' hours.
- 3.24 Officers recommend that members receive a further report during 2012, which details potential options for changing the HWRC opening hours, promoting savings and efficiency and utilising the public facilities to greater effect. This report would also seek to detail the potential scale of savings or efficiencies that might be achievable.

BACKGROUND PAPERS

Progress Report to Joint Waste Disposal Board (7th July 2011)

CONTACTS FOR FURTHER INFORMATION

Mark Moon, Project Director
0118 974 6308
mark.moon@wokingham.gov.uk

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

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

Appendix 1

Comparison of HWRC Opening Hours

Green = Shorter opening hours than re3

Orange = Same opening hours as re3

Red = Longer opening hours than re3

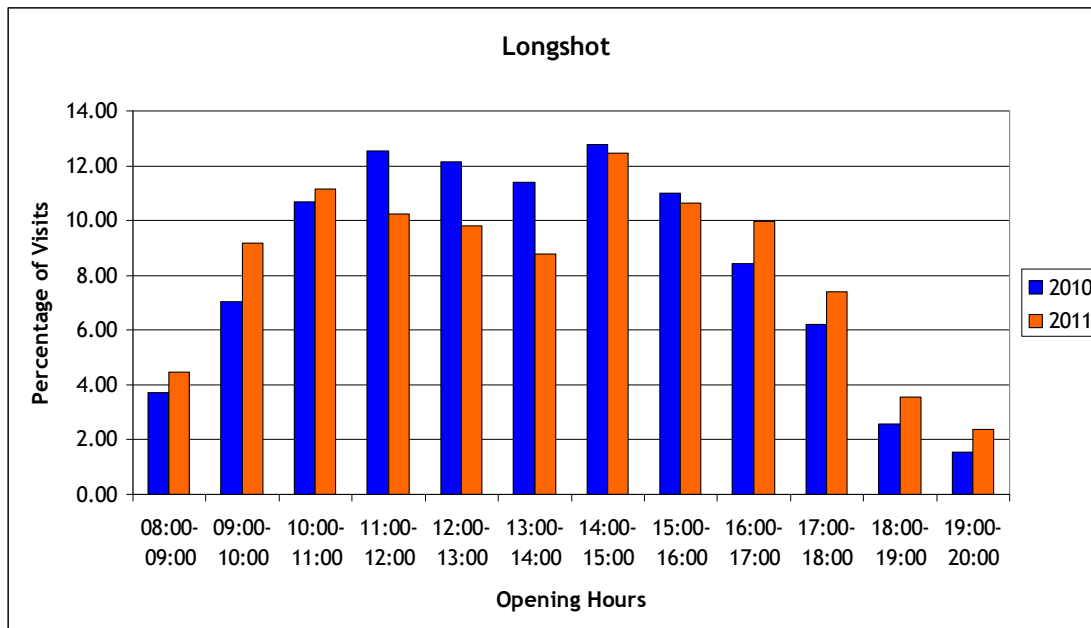
			Opening Times			Number of Opening Hours	
Authority	Notes	Number of Sites	Opening	Summer Closing	Winter Closing	Summer	Winter
Isle of Wight	PFI	1	7:00am	10:00pm	7:00pm	15:00	12:00
Wrexham	WRG	1	8:00am	8:00pm	8:00pm	12:00	12:00
re3		2	8:00am	8:00pm	6:00pm	12:00	10:00
Greater Manchester	PFI	3	8:00am	8:00pm	6:00pm	12:00	10:00
Windsor and Maidenhead	Local	1	8:00am	8:00pm	4:30pm	12:00	08:30
Nottinghamshire	PFI	14	8:00am	8:00pm	4:00pm	12:00	08:00
Northumberland	PFI	12	8:00am	7:30pm	6:00pm	11:30	10:00
Luton	WRG	2	9:00am	8:00pm	5:00pm	11:00	08:00
West Berkshire	Local	1	8:30am	7:30pm	5:30pm	11:00	09:00
Hampshire	Local	24	8:00am	7:00pm	4:00pm	11:00	08:00
Portsmouth	Local	1	8:00am	7:00pm	4:00pm	11:00	08:00
Southampton	Local	1	8:00am	7:00pm	4:00pm	11:00	08:00
Slough	Local	1	8:00am	6:45pm	5:45pm	10:45	09:45
South Gloucestershire	PFI	4	8:00am	6:30pm	4:30pm	10:30	08:30
Kirklees	PFI	5	8:00am*	5:00pm*	4:00pm	09:00	08:00
Cornwall	PFI	13	9:00am	6:00pm	4:00pm	09:00	07:00
Suffolk	WRG	18	9:00am*	5:00pm*	4:00pm	08:00	07:00
Hull	WRG	3	10:00am	6:00pm	6:00pm	08:00	08:00
East Riding	WRG	10	10:00am	6:00pm	6:00pm	08:00	08:00
Isle of Wight	PFI	2 (Weekends only)	9:30am	4:30pm	4:30pm	07:00	07:00
Wrexham	WRG	2	9:00am	4:00pm	4:00pm	07:00	07:00
West Berkshire	Local	1 (Recycling only)	12:30pm*	6:00pm	6:00pm	05:30	05:30

* Slightly different opening hours apply on a Saturday and/or Sunday.

A small number of councils appear on this list twice as they operate a number of sites which have different opening hours.

Appendix 2

Percentage of Visits Falling in Each Opening Hour at the Longshot Lane HWRC (Monday-Sunday Averages)



Percentage of Visits Falling in Each Opening Hour at the Smallmead HWRC (Monday-Sunday Averages)

