

<b>Title of Report:</b>	<b>HOUSEHOLD RECYCLING CENTRE BOOKING SYSTEM</b>
<b>Committee Report Submitted To:</b>	<b>ENVIRONMENTAL SERVICES COMMITTEE</b>
<b>Date of Meeting:</b>	<b>8<sup>th</sup> September 2020</b>
<b>For Decision or For Information</b>	<b>FOR DECISION</b>

<b>Linkage to Council Strategy (2019-23)</b>	
Strategic Theme	Innovation and transformation
Outcome	Provide and deliver service in a more efficient way
Lead Officer	Head of Operations

<b>Budgetary Considerations</b>	
Cost of Proposal	n/a
Included in Current Year Estimates	n/a
Capital/Revenue	n/a
Code	n/a
Staffing Costs	n/a

<b>Screening Requirements</b>	Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals.		
Section 75 Screening	Screening Completed:	Yes	Date: June 2020
	EQIA Required and Completed:	No	Date:
Rural Needs Assessment (RNA)	Screening Completed	No	Date:
	RNA Required and Completed:	No	Date:
Data Protection Impact Assessment (DPIA)	Screening Completed:	N/A	Date:
	DPIA Required and Completed:	N/A	Date:

## 1.0 Purpose of Report

1.1 This report is to provide members with details of the booking system for Household Recycling Centres (HRCs).

## 2.0 Background

2.1 HRCs reopened after lockdown on the 4<sup>th</sup> May 2020. A telephone booking system was introduced to aid social distancing on site and prevent traffic congestion.

2.2 The telephone booking system consisted of three mobile numbers covering 11 household recycling centres.

2.3 Due to the high volume of calls additional telephone assistance was provided on 1<sup>st</sup> June 2020 by the Flowerfield Hub.

2.4 On 8<sup>th</sup> June 2020 a 24 hour accessible online booking system became operational. The online booking system can be accessed via the council website.

2.5 The tables below show user numbers and capacity for each HRC including the % of capacity used.

Table 1 – June 2020

<b>From 8<sup>th</sup> June to 30<sup>th</sup> June 2020</b>				
Site	Monthly users no.	Average number of users daily	Daily Capacity	% Capacity Used
Carneatly	1188	59	210	28%
Castlerock	703	35	84	42%
Coleraine	2924	146	252	58%
Dungiven	948	47	210	22%
Garvagh	541	34	210	16%
Kilrea	590	37	210	18%
Ballymoney	1594	80	168	48%
Limavady	2836	142	210	68%
Portrush	1073	54	210	26%
Portstewart	1284	64	210	30%
Crosstagherty	1420	71	126	56%
<i>Total</i>	<i>15101</i>			

Table 2 – July 2020

<b>July 2020</b>				
Site	Monthly users no.	Average number of users daily	Daily Capacity	% Capacity Used
Carneatly	1701	65	210	31%

Castlerock	1096	42	84	50%
Coleraine	4522	174	252	69%
Dungiven	1798	69	210	33%
Garvagh*	1141	88	210	42%
Kilrea**	1102	85	210	40%
Ballymoney	2304	89	168	53%
Limavady	4470	172	210	82%
Portrush	2282	88	210	42%
Portstewart	3082	118	210	56%
Crosstagherty	2029	78	126	62%
<b>Total</b>	<b>25527</b>			

Table 3 – August 2020

<b>August 2020</b>				
Site	Monthly users no.	Average number of users daily	Daily Capacity	% Capacity Used
Carneatly	1701	65	210	31%
Castlerock	1146	44	84	52%
Coleraine	4329	167	252	66%
Dungiven	1993	77	210	37%
Garvagh*	1108	85	210	40%
Kilrea**	1102	84	210	40%
Ballymoney	2451	94	168	56%
Limavady	4413	169	210	80%
Portrush	2292	88	210	42%
Portstewart	3008	116	210	55%
Crosstagherty	1972	76	126	60%
<b>Total</b>	<b>25515</b>			

\* Garvagh HRC open Wednesday, Friday and Saturday

\*\* Kilrea HRC open Tuesday, Thursday and Saturday

- 2.6 Approximately 76% of bookings are made using the on line booking system with the remainder made using the telephone numbers.
- 2.7 Using the month of July as a reference to compare residual waste tonnages, there has been a reduction of circa 20% during July 2020 compared to July 2019. (847 tonnes July 2019 / 679 tonnes July 2020).
- 2.8 During August 2020 a survey was carried out asking HRC users if they would like the booking system to be retained. Of the 619 responses received 77% thought the booking system should be retained.
- 2.9 The Health and Safety Executive have visited Council HRCs to observe measures and procedures that Council have implemented to protect staff and the public. There was no advice or guidance given to change current procedures at HRCs.

### **3.0 Options**

- 3.1 Retain the booking system but review in 6 months when Council will have additional waste figures to consider and social distancing measures can be reviewed depending on public health guidance.
- 3.2 Revert to no booking system – social distancing measures at HRCs could be managed by stopping traffic at entrances to sites. This may create additional Health and Safety risks at entrances to sites if queues back onto roads or block other businesses. This may also place staff in a confrontational position when HRC users are being asked to wait for a period of time.

### **4.0 Recommendation**

It is recommended that the booking system is retained and review paper brought back to Council in 6 months.

