

Report

Report to: **Clydesdale Area Committee**
Date of Meeting: **12 October 2022**
Report by: **Executive Director (Community and Enterprise Resources)**

Subject: **Update on Household Waste and Recycling Centre (HWRC) Booking System - Carluke Pilot**

1. Purpose of Report

1.1. The purpose of the report is to:-

- ♦ provide members with an update on the implementation of the on-line booking system which was introduced on a pilot basis at Carluke Household Waste and Recycling Centre (HWRC) on 21 February 2022

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the evaluation of the pilot of the on-line booking system at Carluke HWRC be noted.

3. Background

3.1. In order to manage the number of visitors using Carluke HWRC, especially during peak times, the Council decided to introduce a booking system on a pilot basis. The aims of the pilot were to: reduce waiting times for residents; prevent queues of traffic on the access road to the site (long queues were impacting on businesses located within Castlehill Industrial Estate); reduce incidences of verbal and physical abuse being experienced by site staff; prevent residents from other local authorities using the site; and reduce 'trader abuse'.

3.2. The booking system went live on Monday 21 February 2022. Waste Services worked with Corporate Communications to devise a communications plan to promote the booking system to local residents four weeks in advance of the go-live date. Residents who arrived at the site without a booking were allowed access for a period after the system went live. This 'grace period' ended on 31 March 2022.

4. Evaluation of the pilot

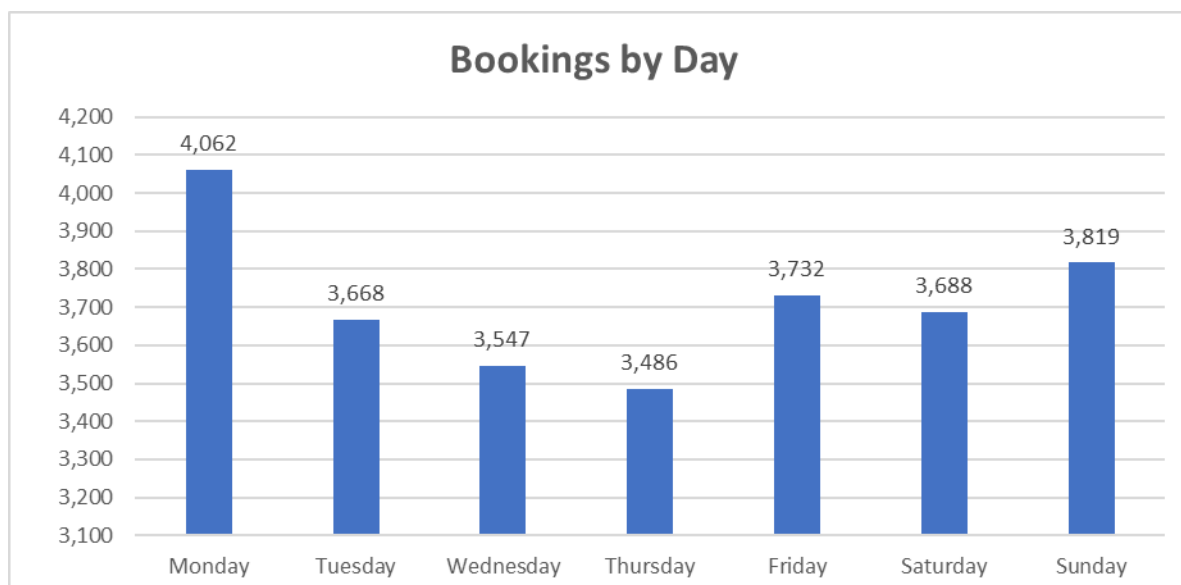
4.1. Between 21 February and 4 August 2022 residents in South Lanarkshire made over 27,000 booking requests for Carluke HWRC. Almost 96% of the bookings have been 'self-service' i.e., made by the resident (or a representative) using the on-line booking form. The remainder (1,091) were made on behalf of the resident by the Council's Customer Contact Centre. The breakdown of booking requests is as follows:-

- ♦ Completed bookings 24,082 (89%)
- ♦ No Shows 2,143 (8%)
- ♦ Cancelled by Resident 803 (3%)

- 4.2. The table below gives a breakdown of where visitors who use the site reside. The information in the table is based on address details given by the resident in the booking form.

Area	No. of Booking Requests	%
Biggar	1484	5.5%
Carluke	16540	61.1%
Lanark	8883	32.8%
Larkhall	44	0.2%
West Linton (Dolphinton)	46	0.2%
Forth	16	0.1%
Other	38	0.1%
TOTAL	27051	100%

- 4.3. The chart below shows that the most popular day to visit the site is Monday, followed by Sunday. The fewest number of bookings are received on Thursdays.



- 4.4. The chart below shows that the most popular time to visit is between 1.00pm – 2.00pm and the least popular time is between 7.00pm – 8.00pm.



- 4.5. Residents who use the booking system are invited to participate in customer satisfaction surveys. Corporate Resources collate the responses received on behalf of Waste Services.

The table below summarises the responses received to date.

Month	Booking Systems Ease of Use	Booking Slots Availability	Personal Experience of HWRC
March	97% satisfactory or above	95% satisfactory or above	89% satisfactory or above
April	91% satisfactory or above	95% satisfactory or above	81% satisfactory or above
May	93% satisfactory or above	98% satisfactory or above	87% satisfactory or above
June	85% satisfactory or above	98% satisfactory or above	91% satisfactory or above
July	96% satisfactory or above	99% satisfactory or above	84% satisfactory or above

- 4.6. Since the start of the pilot, Waste Services have received a total of 13 complaints about the booking system from site users. A summary of the complaints received can be found in the table below:-

Complaint Type	No of Complaints
No assistance from site staff	3
Unhappy that a booking is required	2
Technical issues	2
Attitude of site staff	2
Unhappy about staff questioning origin of the waste being brought on to the site	2

5. Proposal and Next Steps

- 5.1. Given the positive evaluation results it is proposed to continue with on-line booking system at Carluke HWRC. The service will also now consider introducing the booking system initially on a pilot basis, at the Council's other HWRCs. These sites are currently operated on behalf of the Council by a third party and as such any decision to introduce a booking system would require consultation with contractor. Proposals for the system at Carluke and further expansion across all HWRCs will be presented to a future meeting of the Community and Enterprise Resources Committee for consideration.

6. Employee Implications

- 6.1. The introduction of the booking system has seen a reduction in the number of incidences of verbal and physical from members of the public towards the site employees. The continued use of the booking system is supported by the Trade Unions.

7. Financial Implications

- 7.1. The cost of maintaining on-line booking system is £5,000 per annum and will be met from existing Waste revenue budget.

8. Climate Change, Sustainability and Environmental Implications

- 8.1. The booking system has improved turnaround times at the site and reduced the queue times. Anecdotally, this has reduced the amount of engine idling on the access road.
- 8.2. The booking system confirmation e-mail advises site users of the separate recyclable/non-recyclable waste streams for the waste they are depositing on site, which helps to reduce the amount of waste deposited in residual waste skips.

9. Other Implications

- 9.1. Shorter queues at the site have benefited members of the public and local businesses.
- 9.2. The on-line booking system has successfully supported the Council's channel shift agenda with more than 96% of bookings being made online.
- 9.3. The on-line booking system has contributed to a reduction in the incidences of abuse at the site.

10. Equality Impact Assessment and Consultation Arrangements

- 10.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and therefore no impact assessment is required.

David Booth

Executive Director (Community and Enterprise Resources)

28 September 2022

Link(s) to Council Values/Priorities/Outcomes

- ◆ Caring, connected sustainable communities
- ◆ We will work towards a sustainable future in sustainable places
- ◆ Focused on people and their needs

Previous References

- ◆ Clydesdale Area Committee, 16 November 2021

List of Background Papers

- ◆ None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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