

# Household Waste Recycling Centres (HWRC)

Presentation to ETE Select Committee  
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# Pedestrian access trial

- Historically not encouraged as sites don't have pedestrian entrances.
- Fully restricted during pandemic to facilitate social distancing.
- Little public reaction apart from locations close to residential housing.
- Trial proposed June 2021 at 3 sites utilising booking system.
- December: Scope reduced at 2 sites and withdrawn completely from Waterlooville due to less than expected demand.
- Recommended to retain at 2 sites only with scope to extend should demand present.
- New / redeveloped sites to consider pedestrian access options.

# Cross-border usage

- Delayed T17 saving
- Approx £500,000 cost to HCC
- Registration scheme introduced December 2019
- 750,000 registrations received.
- Enforced from September 2021.
- 110 out of county residents charged to date.
- Agreements with Dorset and West Sussex.

Hampshire residents,  
**REGISTER YOUR CAR**  
for continued free access to  
Household Waste Recycling Centres  
from 1 April.

Register at  
[hants.gov.uk/vehicle-registration-hwrc](https://hants.gov.uk/vehicle-registration-hwrc)

For residents without internet access,  
please call 0300 555 1389 to register.

 Hampshire  
County Council

# Booking scheme

- Pandemic related implementation, but delivered unexpected operational and customer benefits.
- 80% satisfaction among users.
- Queues and congestion eliminated.
- Permanent retention approved 27 January 2022.
- Same-day booking trial in progress at 4 sites.
- Project to investigate integrated IT system underway.
- Up to 72,000 booking slots per week.

The screenshot shows the Hampshire County Council booking interface. At the top, the Hampshire County Council logo is visible. Below the logo, the text "Select a date and time" is displayed. The main content area features a calendar for March 2022, with the 5th of March highlighted in dark blue. To the right of the calendar, a list of time slots for Saturday 5 March is shown, including 9:30am, 10:30am, 11:30am, 12:00pm, 12:30pm, 1:00pm, 1:30pm, 2:00pm, 2:30pm, 3:00pm, 3:30pm, 4:00pm, and 4:30pm. At the bottom of the interface, there are "Back" and "Next" buttons.

**Any questions?**