

HAMPSHIRE COUNTY COUNCIL

Executive Decision Record

Decision Maker:	Executive Lead Member for Economy, Transport and Environment
Date:	27 January 2022
Title:	Household Waste Recycling Centres Booking System
Report From:	Director of Economy, Transport and Environment

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1. The decision:

- 1.1. That the Executive Lead Member for Economy, Transport and Environment notes the continued operational benefits that have been demonstrated by the Household Waste Recycling Centre (HWRC) booking system, and the level of public satisfaction.
- 1.2. That the Executive Lead Member for Economy, Transport and Environment approves the retention of the booking system indefinitely at all Hampshire County Council managed HWRCs to support the management of customer demand and operational processes.

2. Reasons for the decision:

- 2.1. The booking system, while introduced as a COVID measure, has proved adept at supporting operational and management activities at HWRCs through a predictable consistent throughput of customers and waste tonnages.
- 2.2. The booking system has also proved popular with the public who appreciate that they can book a slot at a convenient time and attend the site safe in the knowledge they will not have to wait in a queue.

3. Other options considered and rejected:

- 3.1. Removal of the booking system would return sites to the previous arrangement where customers arrived spontaneously. This would result in an increase in congestion outside sites during busy summer periods, causing disruption to local traffic, with an associated negative impact on both carbon emissions and efficient site operations.
- 3.2. Limiting the booking system to only part of the week, e.g., one week day or one weekend day. This option was rejected on the basis that it was potentially confusing for service users. In addition, a booking-free day would result in more queues, which during the working week could cause disruption to the higher traffic volumes on local roads, and at the weekend, when sites are most in

demand, would result in increased delays to service users trying to access the sites.

4. Conflicts of interest:

4.1. Conflicts of interest declared by the decision-maker:

4.2. Conflicts of interest declared by other Executive Members consulted:

5. Dispensation granted by the Conduct Advisory Panel: none.

6. Reason(s) for the matter being dealt with if urgent: not applicable.

7. Statement from the Decision Maker:

Thank you to County Councillor Jackie Porter for attending and speaking at my Decision Day today.

I also thank the Select Committee for its support of the recommendations following scrutiny of the report at its meeting 27 January.

Approved by:

Date:

27 January 2022

**Executive Lead Member for Economy, Transport and
Environment
Councillor Rob Humby**