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## **COMMUNITY RECYCLING CENTRE – BOOKING SYSTEM**

**Report by Director of Infrastructure & Environment**

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### **EXECUTIVE COMMITTEE**

**14 March 2023**

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#### **1 PURPOSE AND SUMMARY**

- 1.1 **This report proposes that the Council retains the current Community Recycling Centre booking system, which covers trailers and large vehicles, and expands it to include small vans.**
- 1.2 The Council introduced a booking system for trailers and large vans in response to the COVID pandemic.
- 1.3 Now that the majority of COVID restrictions have been lifted a decision on the long term need for a booking system is required.
- 1.4 The key benefits of the current booking system have been:
- It reduces customer waiting times as larger vehicles, which take longer to unload, are spread throughout the day.
  - It reduces the health and safety risk and impact on local businesses, associated with queuing traffic outside the sites.
  - It allows the Council to monitor illegal use of the sites by traders who have not purchased a Trade Waste Permit.
- 1.5 Four options have been considered going forwards ranging from complete withdrawal of the booking system to requiring all vehicles to pre-book.

#### **2 RECOMMENDATIONS**

- 2.1 **It is recommend that the Executive Committee:-**
- (a) **Retains the current Community Recycling Centre booking system, which covers trailers and large vehicles, and expands it to include small vans.**
- (b) **Delivers the proposed improvements to the booking system as outlined in section [10.3](#).**

- (c) Notes the benefits of the booking system in relation to:**
- **Reducing waiting times**
  - **Reducing queues out with the sites, which create H&S risks and impacts local businesses**
  - **Controlling misuse of sites by traders who have not purchased permits.**
- (d) Notes that the majority of visits to Community Recycling Centres are made by car and are therefore unaffected by the existing and proposed booking system.**

### 3 BACKGROUND

3.1 In March 2020 the Council shut its Community Recycling Centres due to the COVID Pandemic. When the sites re-opened in June 2020 the decision was taken to restrict access to cars only, in order to:

- Manage demand
- Reduce the risk of queuing traffic; and
- Ensure the safety of customers and staff

3.2 During the following months the Council received an increasing number of requests to allow larger vehicles back into the sites. In response the Council introduced a **booking system for trailers and large vehicles only**, which enabled us to control the numbers on site at any one time.

3.3 Now that the majority of COVID restrictions have been lifted a decision is required on the long term need for a booking system.

### 4 CURRENT BOOKING SYSTEM

#### 4.1 VEHICLES REQUIRED TO BOOK

4.1.1 The following vehicles are currently required to book before visiting a Community Recycling Centre:

- Vehicles over two tonnes in weight when carrying their maximum permitted load, for example; Ford Transit, Vauxhall Vivaro and Volkswagen Transporter – see [appendix 1](#).
- Vehicles pulling any size or type of trailer.

4.1.2 A vehicle's maximum permitted load can be found on a vehicle's V5C document or via [the Government website](#). This weight is referred to as either the Maximum Permissible Mass or the Revenue Weight.

#### 4.2 EXEMPT VEHICLES

The following vehicles are exempt from the booking system:

- Large vehicles modified for accommodating a passenger who travels in the vehicle in a wheelchair, if they are a blue badge holder
- People carriers such as the Citroën Berlingo or Volkswagen Touran (see [appendix 1](#)) when a small amount of waste is being deposited. However, if the additional space is utilised to accommodate more waste these vehicles are classified as a large vehicle and require a booking slot.

### 4.3 HOW THE BOOKING SYSTEM WORKS

4.3.1 Bookings can be made on the [Council website](#) or by calling Customer First on 0300 100 1800.

4.3.2 A number of 20 minute slots are available at each of the Community Recycling Centres, see table below.

Day of the week	Slots available per site per day
Monday to Friday	15
Saturday & Sunday	18
Late Night - one day per week during the summer	21

4.3.3 You can book up to a week in advance.

4.3.4 If slots are available, bookings can be made on the same day - the cut off is 9am for morning bookings and 12pm for afternoon bookings.

4.3.5 You can make up to two bookings per day.

## 5 BENEFITS OF THE BOOKING SYSTEM

5.1 It reduces customer waiting times as larger vehicles, which take longer to unload, are spread throughout the day.

5.2 It reduces the health and safety risk, and impact on local businesses, associated with queuing traffic outside the sites, as detailed below.

- **Eshiels** – Queuing presents a risk at the junction to the A72 and also restricts access to and from the main depot including salt barn.
- **Hawick** – Queuing impacts Borders Hardware and also restricts access to and from the Council’s main depot.
- **Kelso** – Queuing impacts access to Kelso depot and Lloyds Land Rover Garage.
- **Duns** – Queuing impacts industrial estate traffic
- **Selkirk** – Queuing impacts industrial estate traffic

See [appendix 2](#) for staff feedback on queuing traffic.

5.3 It allows the Council to monitor illegal use of the sites by traders who have not purchased a Trade Waste Permit. Trader abuse increases the cost of operating Community Recycling Centres at a time when the Council cannot afford it.

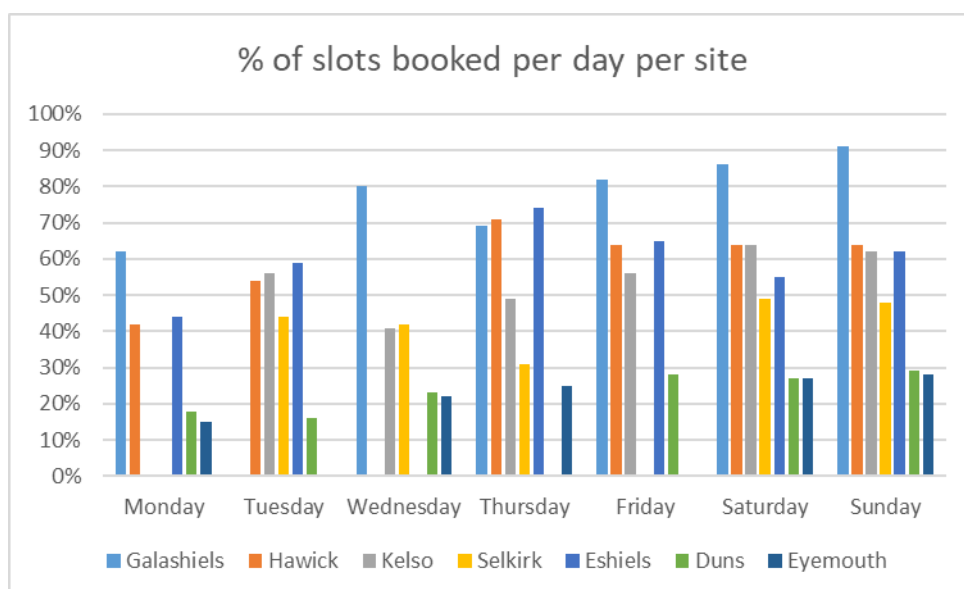
**IMPORTANT** – In September 2022 the Council issued letters to 14 individuals suspected of tipping trade waste without a permit. The booking system played a critical role in being able to evidence this illegal and costly practice. It costs the Council in excess of £130/t to dispose of general waste, not including the Council’s handling costs.

5.4 It impacts relatively few site users as the majority of visits are made by car while improving the onsite customer experience due to reduced waiting times and health & safety risks. See [appendix 3](#) for details on UK vehicle data.

## 6 PERFORMANCE

6.1 Each booking is recorded which enables us to review the performance of the system. Of particular interest is how many bookings are made on average per day and whether there is enough capacity to cope with demand.

6.2 The graph below outlines the percentage of slots booked per day per site between January and September 2022.



6.3 This indicates that Galashiels has the highest number of bookings followed by Eshiels, Hawick and Kelso. Eyemouth has the least number of bookings followed by Duns and Selkirk.

6.4 Further analysis of the data indicates that all sites except Galashiels have capacity to cope with demand, see table below. However, there are occasions when all slots are utilised. The site where this is most prevalent is Galashiels which is operating at between 62% and 91% capacity.

Site	% of slots booked per day	
	Min	Max
Galashiels	62%	91%
Eshiels	44%	74%
Hawick	42%	71%
Kelso	41%	64%
Selkirk	31%	49%
Duns	16%	29%
Eyemouth	15%	28%

## 7 FEEDBACK

### 7.1 Complaints

7.1.1 Five official complaints have been received since the introduction of the booking system over 2 years ago. This is in contrast to the hundreds of thousands of visits to the sites over the same period.

7.1.2 In response to customer and staff feedback the booking system has been updated and improved since it was introduced, for example:

- Allowing bookings to be made on the day of the visit
- Increasing the number of booking individuals can make per day from 1 to 2.
- Allowing vehicles that have not booked to tip if, in the view of the CRC attendant, the site is quiet. This will not be permitted if it becomes a regular request by the same individual/business.

### 7.2 Public Survey

7.2.1 A public survey was undertaken in June 2022 with site users asked the following questions:

- (a) Have you used the booking system?
- (b) What are your views on the system?

7.2.2 In total 217 people took part in the survey of which:

- 59 had used the system
- 157 hadn't used the system
- 1 person didn't answer

7.2.3 The following details the views of the 59 people who had used the booking system:

- 44 happy with the current system
- 2 felt that it helped control queuing
- 1 felt it controlled larger vehicles depositing more waste
- 10 disagreed with having to use a booking system
- 8 found the current system difficult to use
- 2 did not comment

As can be seen the majority of the feedback was positive.

### 7.3 Staff Survey

The full details of the staff survey can be found at [appendix 4](#). The key findings are detailed below:

- 72% felt that the system had helped identify illegal use of the sites by traders.
- 72% felt the system should be expanded to require all traders to book in and not just trailers and large vehicles.

- 52% felt that householders found the booking system to be inconvenient.
- 28% felt the system could be improved.
- 28% felt the public did not agree with the system.
- There was a general feeling the system should be expanded to cover all traders.

## 8 BENCHMARKING

8.1 Many Local Authorities across the UK introduced booking system following the COVID pandemic. In Scotland, 23 out of 32 (72%) Local Authorities currently have a booking system in place, see [appendix 5](#).

8.2 Further analysis confirms that:

- 8 Councils (25%) require all vehicles to book
- 10 Councils (31%) require people carriers to book
- 23 Councils (72%) require small vans and trailers to book.

This shows that requiring vans and trailers to book is the most popular option, with a smaller proportion requiring all vehicles to book.

## 9 OPTIONS

9.1 Four potential options have been considered going forwards, see table below:

Option	Vehicle type required to book			
	Cars	Small vans	Large Vehicles	Trailers
1. Current scheme	No	No	Yes	Yes
2. Current scheme plus small vans	No	Yes	Yes	Yes
3. All vehicles	Yes	Yes	Yes	Yes
4. Withdraw scheme	No	No	No	No

9.2 Options 2 & 3 require increasing numbers of vehicle types to pre book and Option 4 would see the complete withdrawal of the booking scheme.

9.3 Each option has been considered against the key outcomes the Council is looking to achieve, that is to:

- Reduce waiting times and queues outside the sites which pose a risk to traffic and impact local businesses.
- Reduce the amount of illegal use of sites by traders which places an additional financial burden on the Council.
- Minimise the burden/inconvenience for site users prior to visiting the site.

9.4 The table below outlines the ranking of each options following the modelling exercise:

Rank	Options
1	2 - Current scheme plus small vans
2	1 - Current Scheme
3	3 - All vehicles
4	4 - Withdraw scheme

For further information on the modelling exercise see [appendix 6](#).

9.5 The analysis indicates that complete withdrawal of the scheme (option 4) is the least effective at achieving the Council's desired outcomes. This is largely due to the fact that waiting times and queuing will increase for the majority of site users and it will make it easier for traders to tip without paying. That said this option is the least inconvenient for residents with larger vehicles and trailers wishing to use the sites.

9.6 In contrast **Option 2 is the most effective at achieving the Council's desired outcomes**. This is largely due to the fact it helps control waiting times, queuing and trader abuse whilst inconveniencing a relatively small number of site users.

9.7 The current scheme (Option 1) is ranked second behind Option 2. This is predominantly because it is less effective than option 2 at controlling the illegal use of the sites by traders.

9.8 Option 3 was ranked third overall. Analysis suggests that it will be the most effective at controlling illegal use of the sites by traders but it will be inconvenient for a much larger number of site users. This is because it requires all vehicles to book prior to arrival at site.

## 10 RECOMMENDATION

10.1 It is recommended that the Council retains a booking system in the form of Option 2. This will increase the number of vehicles required to book prior to visiting the site to include small vans and company branded vehicles, see table below.

Vehicle Type	Current System - Option 1	Recommended System – Option 2
Cars	No	No
Small vans	No	Yes
Large Trailers	Yes	Yes
Trailers	Yes	Yes

10.2 The key benefit that Option 2 provides over the current scheme (Option 1) is that it enables the Council to more closely monitor and control trader abuse and it impacts/inconveniences a comparatively small number of site users.

**IMPORTANT** – The majority of site users visit by car, not trailer, small van or large vehicles.



10.3 In addition it is recommended that the following actions are taken to improve the booking system and make it more accessible:

Action	Reason
Increase the number of booking slots available per day.	Improves the accessibility and flexibility of the service.  Reduces likelihood of not being able to get a slot.
Reduce the cut off time for bookings to 1 hour prior to the customer visit, (where slots are available).  Currently the booking cut off is 9am for morning bookings and 12pm for afternoon bookings.	Improves the accessibility and flexibility of the service.  Service users don't always know when they will need to visit a Community Recycling Centre so provides more responsive and flexible service for site users.
Provide each site with a smartphone so that staff can monitor bookings.	Will help staff view live bookings which may change at short notice.  Removes need to return to site office to check computer for new bookings.

## 11 IMPLICATIONS

### 11.1 Financial

As the Council already operates a booking system there are no expected additional costs other than the purchase of 7 smartphones at a total cost of £2,800 to £4,200 depending on the model. However, it is likely the smartphones will be made available at no additional cost as part of the Council's wider roll out of smartphones to frontline staff.

### 11.2 Risk and Mitigations

The following details the risk of keeping the booking system in the form of Option 2:

RISK	MITIGATION
Increased number of complaints from residents now required to pre-book.	Implement proposed improvements: <ul style="list-style-type: none"> <li>• Reduce the cut off time for bookings to 1 hour.</li> <li>• Increase number of booking slots available per day</li> <li>• Provide each site with a smartphone to support late bookings.</li> </ul> See section 10.3 for more detail.

The following details the risk of withdrawing the booking system:

<b>RISK</b>	<b>MITIGATION</b>
Increased waiting times and queues outside the sites which pose a risk traffic and impact local businesses.	Maintain the booking system in the form of Option 2.
Increased amount of illegal use of sites by traders placing an additional financial burden on the Council.	Maintain the booking system in the form of Option 2.

### 11.3 Integrated Impact Assessment

The table below summarises the key findings of the full Integrated Impact Assessment (IIA), specifically detailing the groups that may be negatively impacted by the proposal, the potential impacts and the mitigating actions.

<b>Group</b>	<b>Potential negative impact</b>	<b>Mitigation</b>
Age	Those in the older age group may find accessing and using the online booking system more challenging.	Bookings can be made by phone as well as online.
Disability	Those with a physical disability may be more likely to use a vehicle that requires to pre-book i.e. an adapted large vehicle.	Exemptions provided for: <ul style="list-style-type: none"> <li>• Large vehicles modified to accommodate a passenger who travels in the vehicle with a wheelchair are not required to book if they are a blue badge holder.</li> <li>• People carriers such as the Citroen Berlingo are not required to book when a small amount of waste is being deposited, however if the additional space is utilised to accommodate more waste it will be classified as a large vehicle and will require a booking slot.</li> </ul>

See [appendix 7](#) for more detail.

## 11.4 Sustainable Development Goals

The impact of the proposal on the UN Sustainable Development Goals has been undertaken. The table below summarises the findings.

UN Sustainable Development Goal	Impact
8 – Promote Sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	Positive – Helps to minimise queues outside Community Recycling Centres which impact local businesses and industrial estates.  Positive – Encourages businesses to take financial responsibility for their waste, thereby incentivising them to reduce and recycle as much as possible.
11 - Make cities and human settlements inclusive, safe resilient and sustainable	Positive - Helps to minimise queues outside Community Recycling Centres and reduces the risk this may pose to local road users.
12 - Ensure sustainable consumption and production patterns	Positive – Reduces waiting times for the majority of site users thus improving user experience. Any improvement in user experience is likely to promote the re-use and recycling of materials on site.  Positive – Encourages businesses to take financial responsibility for their waste, thereby incentivising them to reduce and recycle as much as possible.

## 11.5 Climate Change

The Council currently recycles or re-uses around 76% of the waste deposited at Community Recycling Centres. A key aim of the booking system is to improve the site user experience by reducing waiting times and queues outwith the site. It is hoped that by improving the experience for the majority of site users it will help maximise recycling and re-use performance and support the circular economy principles.

## 11.6 Rural Proofing

A rural proofing assessment has identified that those that do not have access to broadband or mobile data will not be able to book online. However, they will be able to book by telephone by contacting customer first.

## 11.7 Data Protection Impact Statement

You need to consider any Data Protection implications in the proposals contained in your report and provide one of the following statements:

- All potential risks of non-compliance with Data Protection legislation have been identified, assessed and recorded within a Data Protection Impact Assessment. The controls to mitigate any potentially negative impacted identified within the Assessment have been/will be implemented to ensure the proposed change to/new data processing complies with Data Protection legislation.

## 11.8 Changes to Scheme of Administration or Scheme of Delegation

No changes are required to either the Scheme of Administration or the Scheme of Delegation as a result of the proposal.

## 12 CONSULTATION

12.1 The Director (Finance & Corporate Governance), the Monitoring Officer/Chief Legal Officer, the Chief Officer Audit and Risk, the Director (People Performance & Change), the Clerk to the Council, Corporate Communications and the Corporate Equalities and Diversity Officer have been consulted and any comments received have been incorporated into the final report.

### Approved by

**Name**

**John Curry**

**Title**

**Director – Infrastructure & Environment**

**Author(s)**

Name	Designation and Contact Number
Ross Sharp-Dent Clinton Sharkey	Waste & Passenger Transport Manager

**Background Papers:** [insert list of background papers used in compiling report]

**Previous Minute Reference:** [insert last Minute reference (if any)]

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Contact us at [RSharp-Dent@scotborders.gov.uk](mailto:RSharp-Dent@scotborders.gov.uk)

## **APPENDIX 1 - VEHICLES**

### **EXAMPLE VEHICLES REQUIRED TO BOOK**

#### **Vauxhall Vivaro**



#### **Ford Transit**



#### **Volkswagen Transporter**



### **EXEMPT VEHICLES - IF CARRYING SMALL QUANTITIES**

#### **Citroen Berlingo**



#### **Volkswagen Touran**



## Appendix 2 – Site Queuing – Staff Feedback (April 2022)

Staff name	1	2	3	4	5	6
Site	Hawick					
Do you have issues with queuing at the site	yes due to flood works, there is always queues doesn't matter whats happening	No	No hasn't been busy due to flood works	Yes	No only flood work issues	Yes flood works traffic lights
Does this queuing create any issues (affect traffic, businesses), if yes can you explain these issues	affects border hardware		N/A	Yes when the lights were there, hardware store but not as bad now	n/a	n/a
If yes					n/a	n/a
Is there any specific days queuing occurs?	Thursday is worst after Wednesday closure day, weekend also. Queue on other days too		N/A	Thursday and mornings as before opening and sometimes after lunch	n/a	n/a
Is there any specific times queuing occurs?	queuing is the worst from 9.40am until 10am opening and before the lunchtime reopening. Occasionally you have queuing at other times throughout the day. The flood prevention traffic works can cause queuing.		N/A	Thursday and mornings as before opening and sometimes after lunch	n/a	n/a
Average number of cars queuing			N/A	4 to 5	n/a	n/a

Staff name	7	8	9	10
Site	Kelso		Selkirk	
Do you have issues with queuing at the site	yes	Yes	Occasionally but not very often	No
Does this queuing create any issues (affect traffic, businesses), if yes can you explain these issues	this causes issues with the local businesses and access to businesses and SBC premises	Llyods landrover have raised concerns, queue can go around as far as Sainsburys. Affects Mark accessing site to clear skips	No	No
If yes				
Is there any specific days queuing occurs?	worst day is Tuesday but depending on different factor such as weather, holiday then queuing occurs. Weekends ok as businesses closed	Tuesday	No	Tuesday busy but no queuing
Is there any specific times queuing occurs?	Tuesday 10am - 12pm, 2pm - 3pm. If the weather is bad then sometimes there is no queuing on this day.	Opening time morning and after lunch	Sometimes due to weather, common riding as people are preparing gardens for their parties queuing occurs around 1.50pm until the gate opens at 2pm.	
Average number of cars queuing		5 to 15 cars	5	

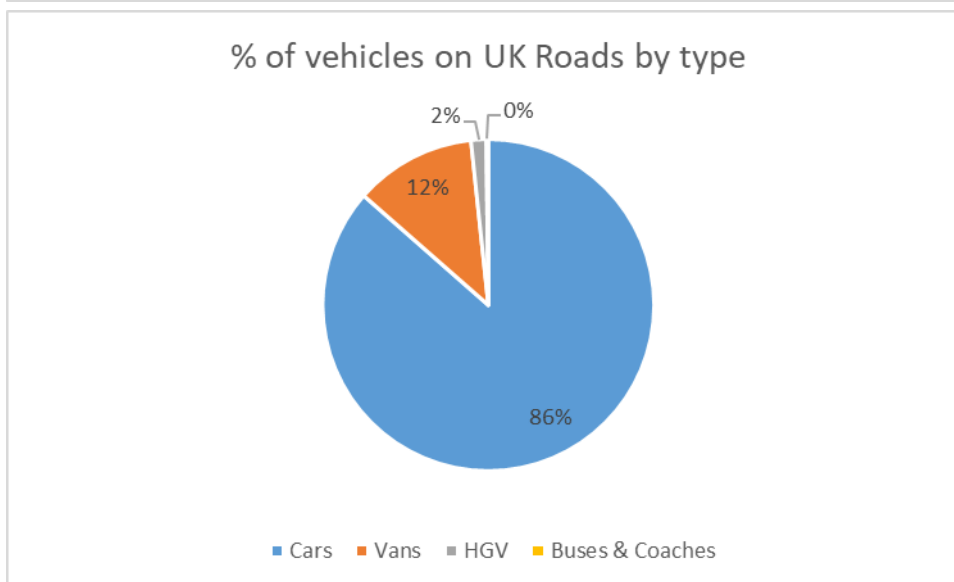
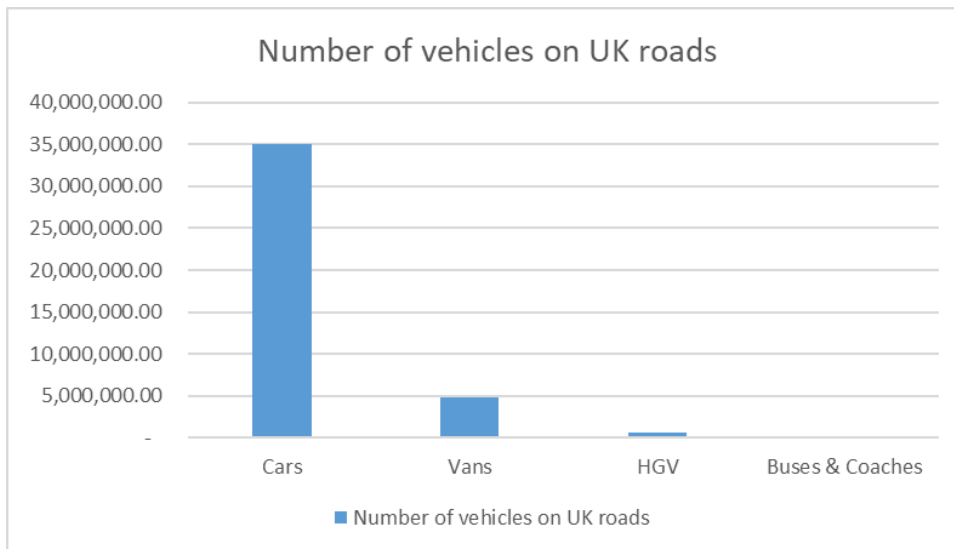
Staff name	11	12	13	14
Site	Easter Langlee			
Do you have issues with queuing at the site	Yes	Yes	Yes	Yes
Does this queuing create any issues (affect traffic, businesses), if yes can you explain these issues	Only if cars park on yellow hatching so bin lorries cant pass	Gala have issues with cars queuing and parking on hatching so have issues when trying to exit WTS	Cars parked in hatching preventing him from turning right in hooklift to go get fuel	Gala have issues with cars queuing and parking on hatching so have issues when trying to exit WTS
If yes				
Is there any specific days queuing occurs?	Normally only there on a Monday	Random	Random apart from Tuesday when site closed	Random
Is there any specific times queuing occurs?	Opening after lunch	N/A	Random apart from Tuesday when site closed	N/A
Average number of cars queuing	8 to 16	Only issue when cars in hatching		Only issue when cars in hatching



Staff name	15	16	17	18
Site	Eshiels			Duns
Do you have issues with queuing at the site	Yes	Yes	Yes	Yes due Work Vans - metal works or fish place parked in front of compound
Does this queuing create any issues (affect traffic, businesses), if yes can you explain these issues	potentially affect the A72, If they park on yellow hatching it prevents access to WTS	Yes other departments and it is a safty issue	yes when the artic needs to access the site then he has to navigate past waiting traffic or traffic exit site. Don't have an issue with cars parked in hatching they usual stay clear of this.	Trapped in compound or unable to enter, he has spoken to drivers and they say they need to unload
If yes				n/a
Is there any specific days queuing occurs?	I work there at weekend	Cant judge just happens randomly	Everyday	n/a
Is there any specific times queuing occurs?	Opening after lunch	Always prior to opening times and lasts for couple of hours, and just before lunch. Recently it has been around the 4pm time.	N/A	n/a
Average number of cars queuing	9 to 16 and it is getting busier	2 - 15 cars	15 TO 20	n/a

### APPENDIX 3 – NUMBER OF VEHICLES BY TYPE ON UK ROADS

UK vehicle data suggests that 86% of vehicles on the road are cars and only 12% are small vans, see table and graph below:



Source – Society of Motor Manufacturer (SMMT – June 2022)  
[Fewer cars on the road, but more small vans, trucks and buses - SMMT](#)

According to the Department of Transport there are around 890,000 trailers (750 to 3,500 kg) in the UK. This means around 2.5% of car owners may have a trailer.

[Trailer Safety \(publishing.service.gov.uk\)](#)

## **APPENDIX 4 – Staff Survey**

We asked:

- **What do you think householder's perception of the booking system is?**
  - 13 people felt that the public see the system as inconvenient
  - 10 people said they don't know
  - 2 people said they thought the public were happy with it
  
- **What changes would you make to the booking system to improve it for householders?**
  - 2 people said we could provide more assistance to those struggling with the system
  - 1 person said to make providing their email address compulsory
  - 1 person said we should better advertise the system
  - 2 people said we should remove the system altogether
  - 7 people said the current format of the system needs improved (make it more fit for purpose)
  - 12 people did not answer
  
- **What feedback have you had from householders on the booking system?**
  - 4 people said the public found it difficult to use
  - 2 people said the public were unaware of the system
  - 7 people said the public did not agree with the system and felt it should be removed
  - 1 person said the public felt they should be permitted to book more than once per day
  - 2 people said the public felt we needed to improve the system
  - 1 person said the public felt that ALL small vans should be required to book in
  - 2 people said the public had been positive about the system
  - 6 people did not answer
  
- **Do you think the current booking system has helped us in identifying possible businesses/trade use at our recycling centres?**
  - 18 people said yes
  - 5 people said no
  - 2 people did not answer
  
- **What changes, if any, would you make to the booking system to help identify possible businesses/traders?**
  - 1 person said the booking system should be for traders only
  - 1 person said that there should be more engagement in the system by staff
  - 2 people said the public should have to declare the waste types they are bringing to use when booking
  - 2 people said that ALL small vans should have to book in
  - 1 person said that ALL small vans/trailers should have to go over the weighbridge
  - 18 people did not answer

- **Currently we only require trailers and large vehicles to book. Do you think it would be advantageous to require ALL trade vehicles to be booked in?**

- 18 people said yes
- 6 people said no
- 1 person did not answer

72% of staff would like to see ALL trade vehicles book through our booking system and not just those using a van or trailer.

- **Can you please explain the reasons for your answer to the above question?**

- 2 people said small vehicles can carry as much waste as a van
- 2 people said that it will assist us in identifying the origin of the customers waste
- 3 people said it will make it easier to identify traders
- 1 person said that smaller vehicles are identified through the self-declaration process
- 1 person said they did not see any benefit in asking all to book in
- 16 people did not answer

- **Would you like to make any other comments or suggestions about the booking system?**

- 1 person said that frontline decisions regards people not booking in should stand and not be overruled by management
- 1 person said that ALL staff should deal with non-booked vehicles in the same manner
- 1 person said we should remove the system for householder's
- 3 people said that we need to improve the booking system software
- 2 people said that everyone should have to book
- 1 person said that frontline staff require more improved management support

## APPENDIX 5 – SCOTTISH LOCAL AUTHORITY – BOOKING SYSTEM BENCH MARKING

Council	Booking System	Types of vehicle required to book			
		Cars	People carriers	Small vans	Trailers
Aberdeen City	1	0	1	1	1
Aberdeenshire	1	0	1	1	1
Angus	1	0	0	1	1
Argyll and Bute	0	0	0	0	0
Clackmannanshire	1	0	0	1	1
Dumfries & Galloway	1	0	0	1	1
Dundee City	0	0	0	0	0
East Ayrshire	1	1	1	1	1
East Dunbartonshire	1	1	1	1	1
East Lothian	0	0	0	0	0
East Renfrewshire	1	1	1	1	1
Edinburgh City	1	1	1	1	1
Falkirk Council	1	0	0	1	1
Fife Council	1	0	0	1	1
Glasgow City Council	0	0	0	0	0
Highland Council	1	0	0	1	1
Inverclyde Council	0	0	0	0	0
Midlothian	1	0	0	1	1
Moray	1	1	1	1	1
North Ayrshire	0	0	0	0	0
North Lanarkshire	1	0	0	1	1
Orkney	0	0	0	0	0
Perth & Kinross	0	0	0	0	0
Renfrewshire	1	0	0	1	1
Scottish Borders	1	0	0	1	1
Shetland	0	0	0	0	0
South Ayrshire	1	1	1	1	1
South Lanarkshire	1	1	1	1	1
Stirling	1	1	1	1	1
West Dunbartonshire	1	0	0	1	1
West Lothian	1	0	0	1	1
Western Isles	1	0	0	1	1
<b>Totals</b>	<b>23</b>	<b>8</b>	<b>10</b>	<b>23</b>	<b>23</b>

### Key

1 = Yes

0 = No

## APPENDIX 6 – OPTIONS SCORING

Options	Helps reduce waiting times & queues outside sites	Helps control trader abuse	Reduces the burden on site users prior to visit	Score
<b>Weighting</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>10</b>
1. Current Scheme	3	3	3	<b>30</b>
2. Current scheme plus small vans	3	4	2	<b>31</b>
3. All vehicles	3	4	1	<b>29</b>
4. Withdraw scheme	1	1	5	<b>18</b>

### Key

Much worse	1
Worse	2
No Change	3
Better	4
Much Better	5

### Weighting Rational

Keeping **waiting times and queues** outside the site is seen as the most important factor as it improves the experience for the majority of site users (not just those with a van or trailer). In addition it reduces the health and safety risk and impact on local businesses of queues outside sites.

Controlling **trader abuse** is not the core aim of the booking system however it is helpful.

A relatively small proportion of site users visit the sites in a large vehicle or trailer hence why this received a low weighting.

## APPENDIX 7 – Integrated Impact Assessment (IIA)



Scottish Borders

Council

### Integrated Impact Assessment (IIA)

#### Part 1 Scoping

#### 1 Details of the Proposal

<b>Title of Proposal:</b>	<b>Community Recycling Centre Booking System</b>
<b>What is it?</b>	A new Policy/Strategy/Practice <input type="checkbox"/> A revised Policy/Strategy/Practice <input checked="" type="checkbox"/>
<b>Description of the proposal:</b> (Set out a clear understanding of the purpose of the proposal being developed or reviewed (what are the aims, objectives and intended outcomes, including the context within which it will operate).)	<p>The Council introduced a booking system for trailers and large vehicles as part of response to the COVID pandemic. The proposal is that the booking system remains in place but it is expanded to include small vans. The aim of the booking system is to:</p> <ul style="list-style-type: none"><li>(a) Reduce waiting times and queues outside the sites which pose a risk to traffic and impact local businesses.</li><li>(b) Reduce the amount of illegal use of sites by traders which places an additional financial burden on the Council.</li><li>(c) Minimise the burden/inconvenience for site users prior to visiting the site.</li></ul>
<b>Service Area:</b> <b>Department:</b>	Waste Services Infrastructure & Environment
<b>Lead Officer:</b> (Name and job title)	Ross Sharp-Dent – Waste & Passenger Transport Manager
<b>Other Officers/Partners involved:</b> (List names, job titles and organisations)	Clinton Sharkey Maggie Cripps

<b>Date(s) IIA completed:</b>	1 December 2022

## 2 Will there be any cumulative impacts as a result of the relationship between this proposal and other policies?

<b>Yes</b>
<p><b>If yes, - please state here:</b>          The waste services provided by the Council are integrated. For example changes to Community Recycling Centre accessibility may change a residents kerbside collection requirements or the waste types they present.</p>

## 3 Legislative Requirements

<b>3.1 Relevance to the Equality Duty:</b>	
<p><b>Do you believe your proposal has any relevance under the Equality Act 2010? Yes</b>  <i>(If you believe that your proposal may have some relevance – however small please indicate yes. If there is no effect, please enter “No” and go to Section 3.2.)</i></p>	
<b>Equality Duty</b>	<b>Reasoning:</b>
<p><b>Elimination of discrimination (both direct &amp; indirect), victimisation and harassment.</b>  <i>(Will the proposal discriminate? Or help eliminate discrimination?)</i></p>	<p>The booking system will require certain vehicle types to pre book before visiting a CRC. Those individual/households who rely on this type of vehicle as their main form of transport will need to take additional steps compared to those with a care for example.</p>
<p><b>Promotion of equality of opportunity?</b>  <i>(Will your proposal help or hinder the Council with this)</i></p>	<p>As above</p>
<p><b>Foster good relations?</b>  <i>(Will your proposal help or hinder the council s relationships with those who have equality characteristics?)</i></p>	<p>As above</p>

<p><b>3.2 Which groups of people do you think will be or potentially could be, impacted by the implementation of this proposal?</b>  <b>(You should consider employees, clients, customers / service users, and any other relevant groups)</b></p>		
<p>Please tick below as appropriate, outlining any potential impacts on the undernoted equality groups this proposal may have and how you know this.</p>		
	<b>Impact</b>	<b>Please explain the potential</b>



	No Impact	Positive Impact	Negative Impact	impacts and how you know this
<b>Age</b> Older or younger people or a specific age grouping			x	Those in the older age group may find accessing and using the online booking system more challenging. They will still be able to make a booking via the 03001001800 number but this reduces their options and may be less convenient.
<b>Disability</b> e.g. Effects on people with mental, physical, sensory impairment, learning disability, visible/invisible, progressive or recurring			x	Those with a physical disability may be more likely to use a vehicle that requires to pre-book i.e. an adapted large vehicle.  It is important to note that the Council already provides a number of exemptions to help minimise the impact for this group.
<b>Gender Reassignment/ Gender Identity</b> anybody whose gender identity or gender expression is different to the sex assigned to them at birth	x			
<b>Marriage or Civil Partnership</b> people who are married or in a civil partnership	x			
<b>Pregnancy and Maternity</b> (refers to the period after the birth, and is linked to <b>maternity</b> leave in the employment context. In the non-work context, <b>protection</b> against <b>maternity</b> discrimination is for 26 weeks after giving birth),	x			
<b>Race Groups:</b> including colour, nationality, ethnic origins, including minorities (e.g. gypsy travellers, refugees, migrants and asylum seekers)	x			
<b>Religion or Belief:</b> different beliefs, customs (including atheists and those with no aligned belief)	x			
<b>Sex</b> women and men (girls and boys)	x			
<b>Sexual Orientation</b> , e.g. Lesbian, Gay, Bisexual, Heterosexual	x			

### 3.3 Fairer Scotland Duty

This duty places a legal responsibility on Scottish Borders Council (SBC) to actively consider (give due regard) to how we can reduce inequalities of outcome caused by socioeconomic disadvantage when making strategic decisions.

The duty is set at a strategic level - these are the key, high level decisions that SBC will take. This would normally include strategy documents, decisions about setting priorities, allocating resources and commissioning services.

#### Is the proposal strategic?

Yes

#### If No go to Section 4

If yes, please indicate any potential impact on the undernoted groups this proposal may have and how you know this:

	Impact			State here how you know this
	No Impact	Positive Impact	Negative Impact	
<b>Low and/or No Wealth</b> – enough money to meet basic living costs and pay bills but have no savings to deal with any unexpected spends and no provision for the future.	x			
<b>Material Deprivation</b> – being unable to access basic goods and services i.e. financial products like life insurance, repair/replace broken electrical goods, warm home, leisure and hobbies	x			
<b>Area Deprivation</b> – where you live (e.g. rural areas), where you work (e.g. accessibility of transport)	x			
<b>Socio-economic Background</b> – social class i.e. parents' education, employment and income	x			
<b>Looked after and accommodated children and young people</b>	x			
<b>Carers</b> paid and unpaid including family members	x			
<b>Homelessness</b>	x			
<b>Addictions and substance</b>	x			

<b>use</b>				
<b>Those involved within the criminal justice system</b>	<b>x</b>			

#### 4 Full Integrated Impact Assessment Required

Select No if you have answered “No” to all of Sections 3.1 – 3.3.

**Yes**

If a full impact assessment is not required briefly explain why there are no effects and provide justification for the decision.

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<b>Signed by Lead Officer:</b>	
<b>Designation:</b>	<b>Waste &amp; Passenger Transport Manager</b>
<b>Date:</b>	<b>1 December 2022</b>
<b>Counter Signature Director</b>	
<b>Date:</b>	

## Part 2 Full Integrated Impact Assessment

### 5 Data and Information

#### **What evidence has been used to inform this proposal?**

(Information can include, for example, surveys, databases, focus groups, in-depth interviews, pilot projects, reviews of complaints made, user feedback, academic publications and consultants' reports).

Councillor, staff and householder feedback has been used to inform the response. For example concerns were raised regarding accessibility for those groups reliant on adapted vehicles. In response we have created exemptions to support this group.

During 2022 we have undertaken staff and site user surveys which requested feedback on the booking system.

We have analysed booking data to determine slot availability and usage throughout the week.

**Describe any gaps in the available evidence,-then record this within the improvement plan together with all of the actions you are taking in relation to this (e.g. new research, further analysis, and when this is planned)**

The surveys used to inform the response were not aimed at specific groups or characteristics. The surveys were looking to get general feedback on the performance of the current system.

## 6 Consultation and Involvement

**Which groups are involved in this process and describe their involvement**

Staff & public surveys.

**Describe any planned involvement saying when this will take place and who is responsible for managing the process**

Staff and public surveys were undertaken during 2022.

No further consultations are planned at this time.

**Describe the results of any involvement and how you have taken this into account.**

In total 217 people took part in the public survey of which 59 had used the booking system. CRC staff were consulted to get feedback on the system. We have reviewed 5 official complaints received regarding the booking system. The feedback has been used to inform how the system works. For example we have provided exemptions to adapted vehicles and blue badge holders, we have proposed increasing the number of booking slots and made changes to the online booking system.

**What have you learned from the evidence you have and the involvement undertaken? Does the initial assessment remain valid? What new (if any) impacts have become evident?**  
(Describe the conclusion(s) you have reached from the evidence, and state where the information can be found.)

The majority of feedback has been positive, although there is a proportion that feel the booking system is inconvenient and not necessary.

Analysis of UK vehicle data suggests that the majority of vehicles on UK roads are cars and are therefore unaffected by the proposal.

Widening out the booking system to cover small vans will help control miss use of the sites by traders.

Exemptions are required for those with a physical disability.

## 7 Mitigating Actions and Recommendations

**Consider whether:**

**Could you modify the proposal to eliminate discrimination or reduce any identified negative impacts?  
(If necessary, consider other ways in which you could meet the aims and objectives of the proposal.)**

**Could you modify the proposal to increase equality and, if relevant, reduce poverty and socioeconomic disadvantage?**

**Describe any modifications which you can make without further delay (e.g. easy, few resource implications)**

<b>Mitigation</b>			
Please summarise all mitigations for approval by the decision makers who will approve your proposal			
<b>Equality Characteristic/Socio economic factor</b>	<b>Mitigation</b>	<b>Resource Implications (financial, people, health, property etc)</b>	<b>Approved Yes/No</b>
Age	Bookings can be made by phone as well as online.	None – Already able to make bookings via customer first.	NA – already in place
Disability	Provide exemptions for: <ul style="list-style-type: none"> <li>• Large vehicles modified to accommodate a passenger who travels in the vehicle with a wheelchair are not required to book if they are a blue badge holder.</li> <li>• People carriers such as the Citroen Berlingo are not required to book when a small amount of waste is being deposited, however if the additional space is utilised to accommodate more waste it will be classified as a large vehicle and will require a booking slot.</li> </ul>	None – Exemptions already in place	NA – already in place

**8 Recommendation and Reasoning** *(select which applies)*

- Implement proposal with no amendments
- **Implement proposal taking account of mitigating actions (as outlined above)**
- Reject proposal due to disproportionate impact on equality, poverty, health and
- Socio -economic disadvantage

**Reason for recommendation:**

<b>Signed by Lead Officer:</b>	<b>Ross Sharp-Dent</b>
<b>Designation:</b>	<b>Waste &amp; Passenger Transport Manager</b>
<b>Date:</b>	<b>1 December 2022</b>
<b>Counter Signature Director</b>	
<b>Date:</b>	