

# The introduction of our Electronic booking system for HWRC

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# Edinburgh: 1 month to 1 day BC

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- 3 HWRC
- Busy sites
- Trade abuse
- Queueing onto surrounding roads
- Agreement in principle for van permit system
- ANPR?
- Sites getting busier as country locks down

# To Book or Not to Book?

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- First lockdown - No HWRC for 3 months
- 'Nightmare scenarios'
- Social distancing, angry customers?
- Do we / don't we?
- Book – complaints?
- Don't book – complaints?
- SWOT

# Implementation – 3 months work in 3 weeks

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- Adapt In house system / in house build?
- Buy? Procurement?
- ICT Security
- PR
- Staff, agency, wardens
- Training

# Pentagull system

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- Online booking
- 30 minute slots
- Book up to 14 days in advance
- Book up to 1 hour before slot
- Info to site staff via mobile phone IRT
- Staff close booking on phone
- How many cars / slot & slots / hour?

## Book a visit to the household waste recycling centre

Your name\*

Your address\*

Enter postcode...

Search

Your email address\*

Confirm your email address\*

Vehicle type\*

{Please select}



Are you using a hire or car club vehicle?

No



Vehicle registration\*

This must be vehicle that you attend site in.

You can book up to an hour in advance if a slot is available. Last-minute slots may appear in the list from any cancellations.

Please select the site you want to visit\*

{Please select}



← Back

Start again

Next →

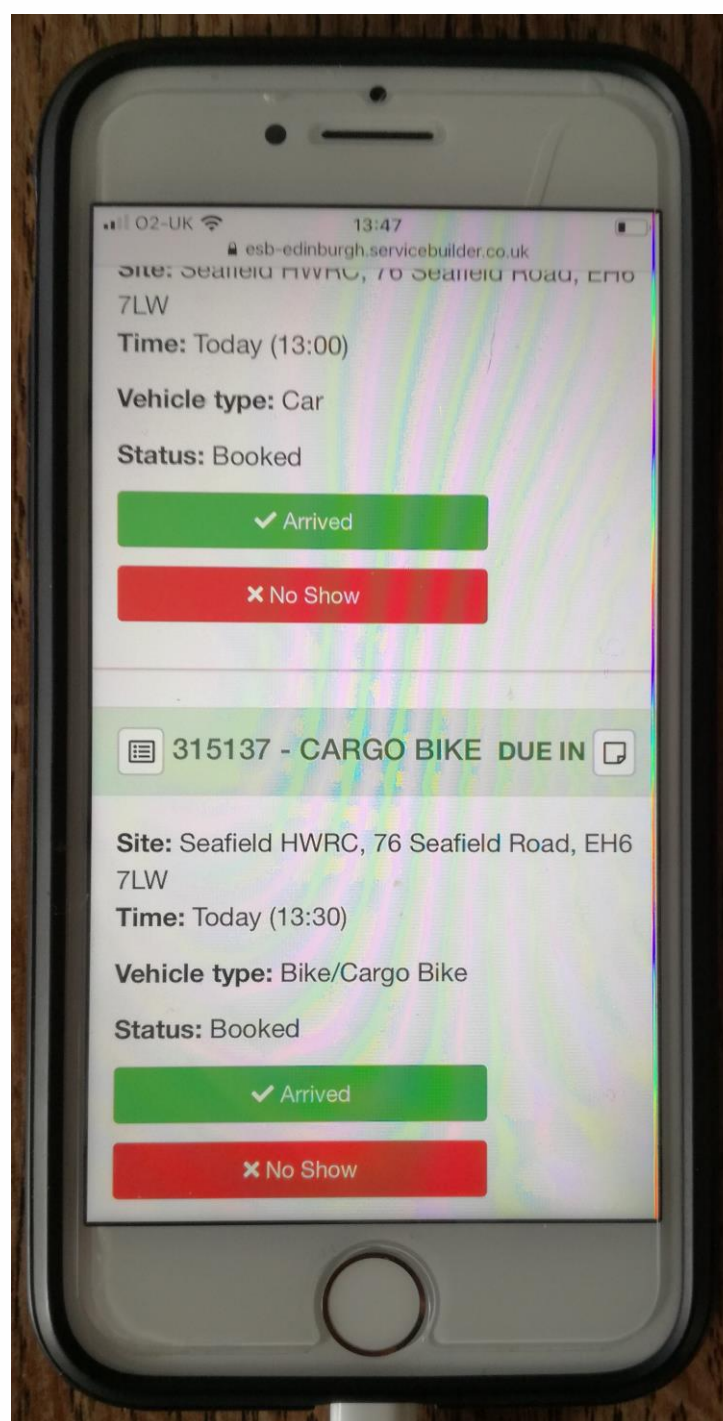


## Book a visit to the household waste recycling centre

Thank you for your booking. Your booking reference is: 315137

Our site layouts have changed and there is a restricted system in place.

You will receive an email confirmation, including instructions and details about the new arrangements from HWRC Bookings no-reply.Edinburgh-bookings@servicebuilder.co.uk.  
Please check your spam folder if the email does not appear in your inbox.



02-UK 13:47 esb-edinburgh.servicebuilder.co.uk

Site: Seafield HWRC, 76 Seafield Road, EH6 7LW

Time: Today (13:00)

Vehicle type: Car

Status: Booked

✓ Arrived

✗ No Show

315137 - CARGO BIKE DUE IN

Site: Seafield HWRC, 76 Seafield Road, EH6 7LW

Time: Today (13:30)

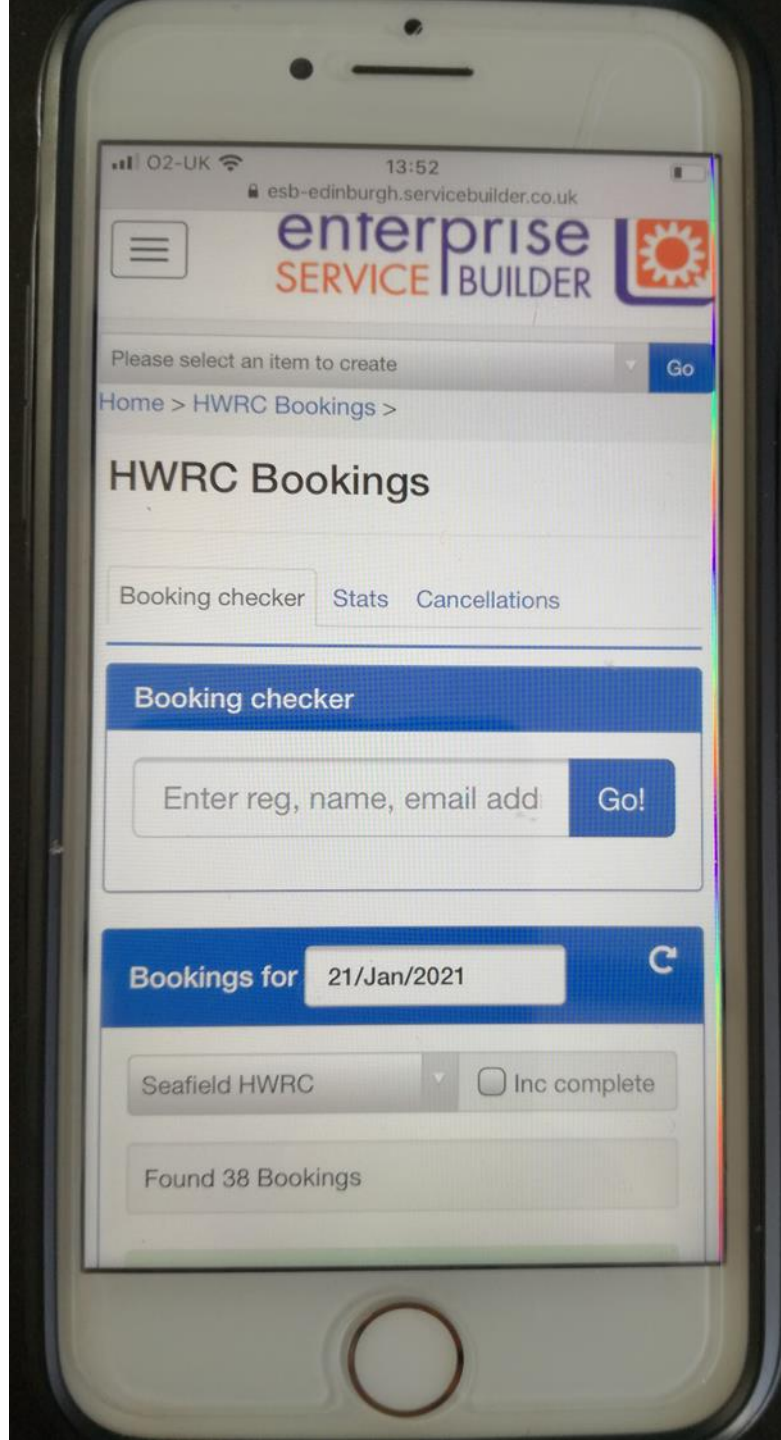
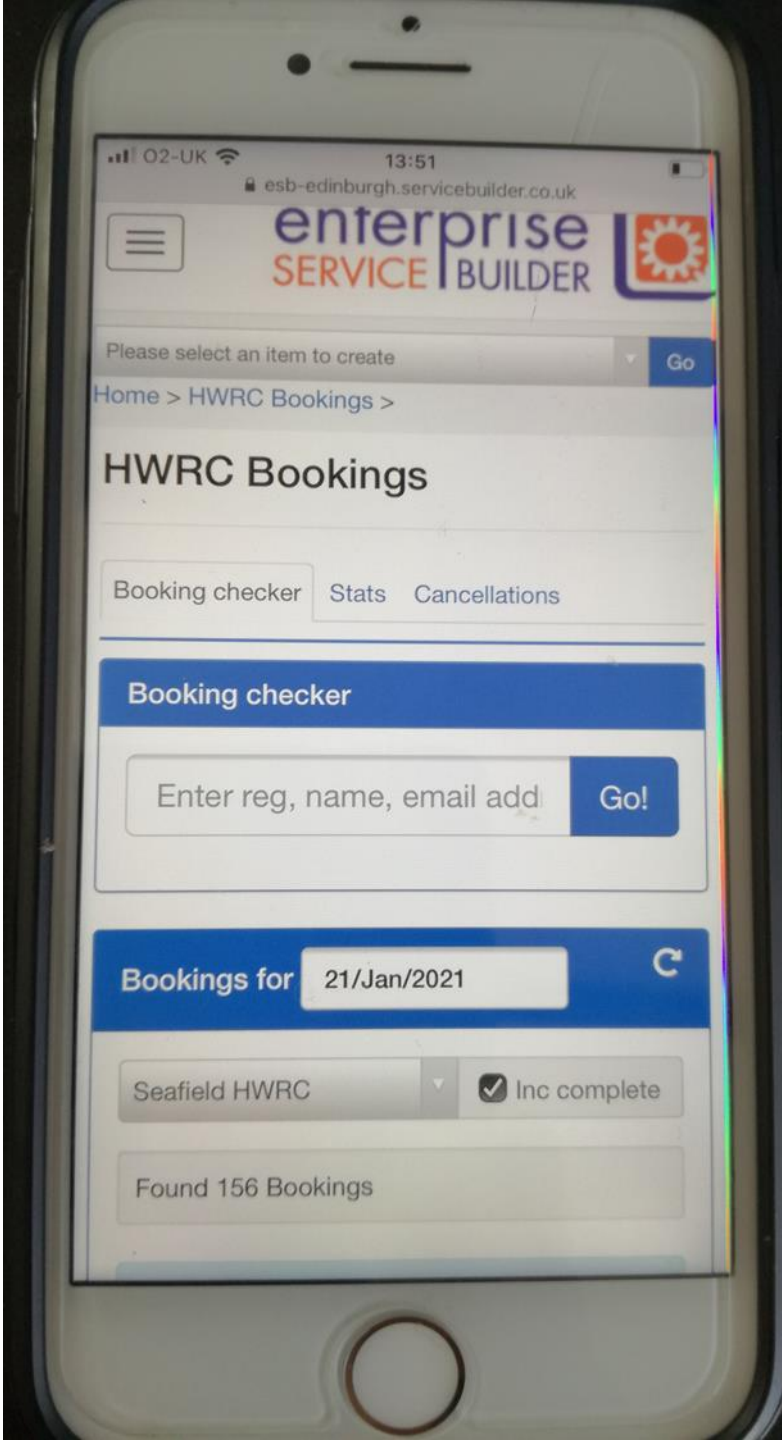
Vehicle type: Bike/Cargo Bike

Status: Booked

✓ Arrived

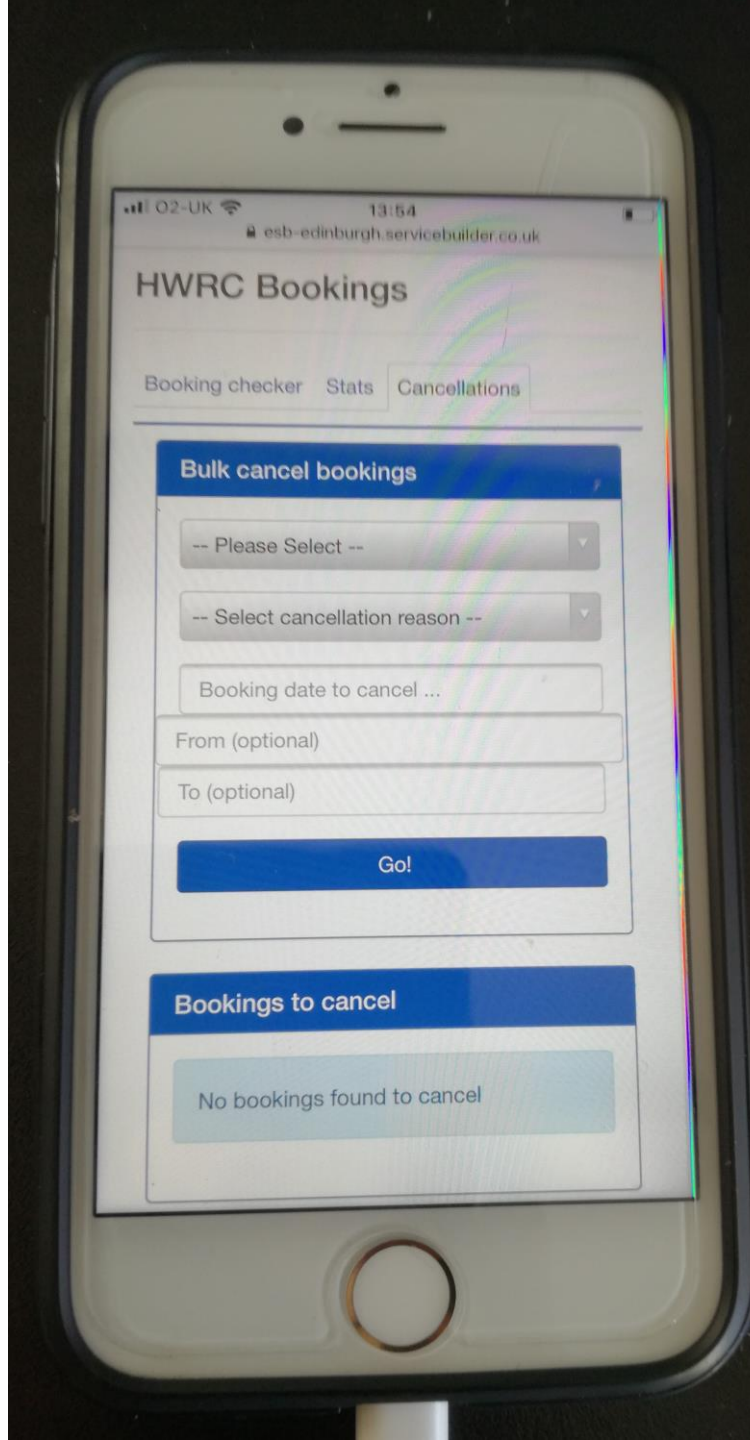
✗ No Show





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Site staff don't  
get access to  
this tab!



Hi just to say I've dropped off my recycling at Sighthill depot  
Absolutely amazing, the booking slot is working well the staff are doing a superb job.  
Please pass my thanks to the guys at Sighthill depot 🙏🙏👐👐

a minute ago

Everyone is very impressed with the logistics and efficient booking system

Please pass on my thanks and the excellent feedback!

[@Edinburgh\\_CC](#)

Big shout out to the guys at Sighthill Recycling centre today, all very cheery, extremely helpful and a well organised visit! Thanks

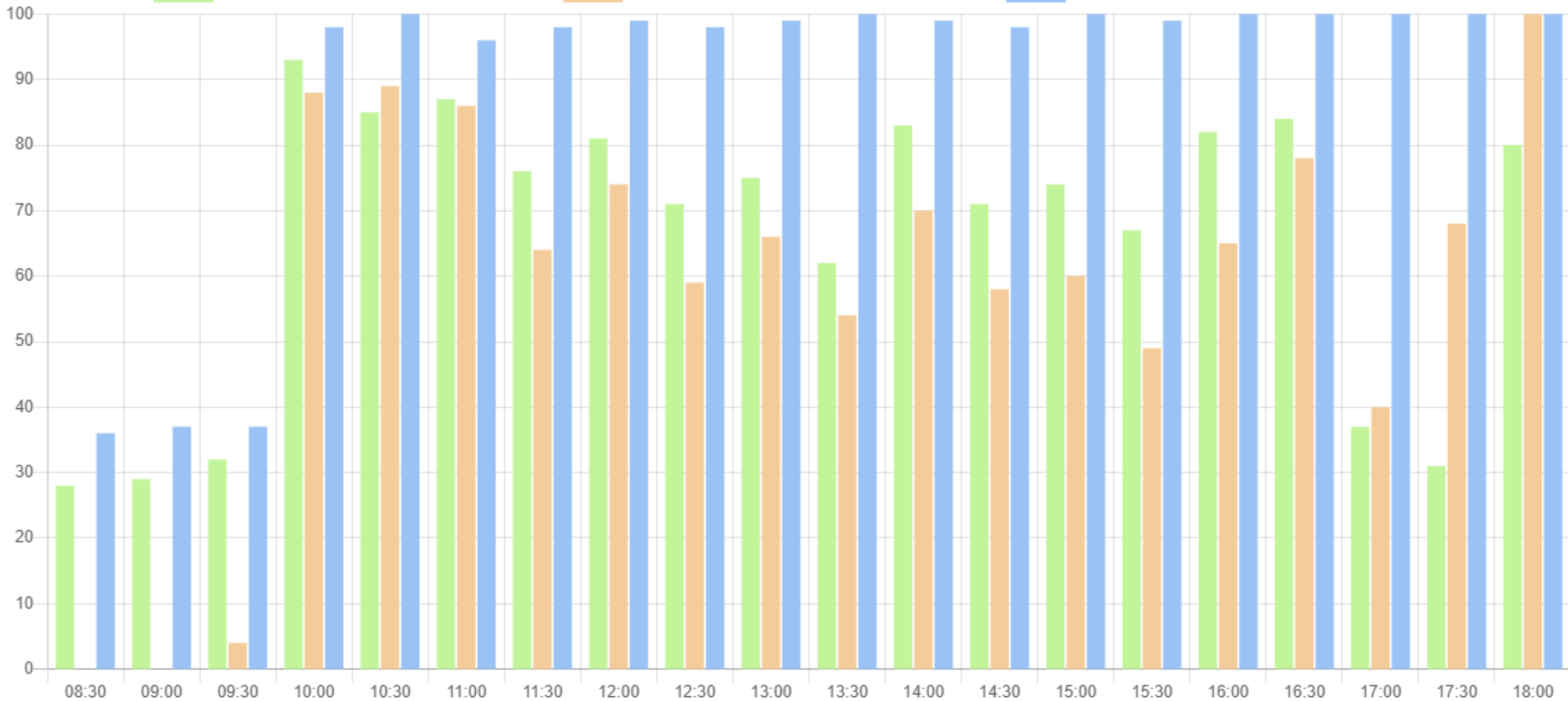
10:45 · 01 Jun 20 · [Twitter Web App](#)

Thought I would pass on comments from a couple of constituents, “ excellent set up – Well done CEC smooth process from start to finish” “afternoon appointment from another constituent went very smoothly”

Just wanted to say welldone to the team at Fillyside. Everything was so well organised - my visit today went without a hitch - brilliant.  
Many thanks

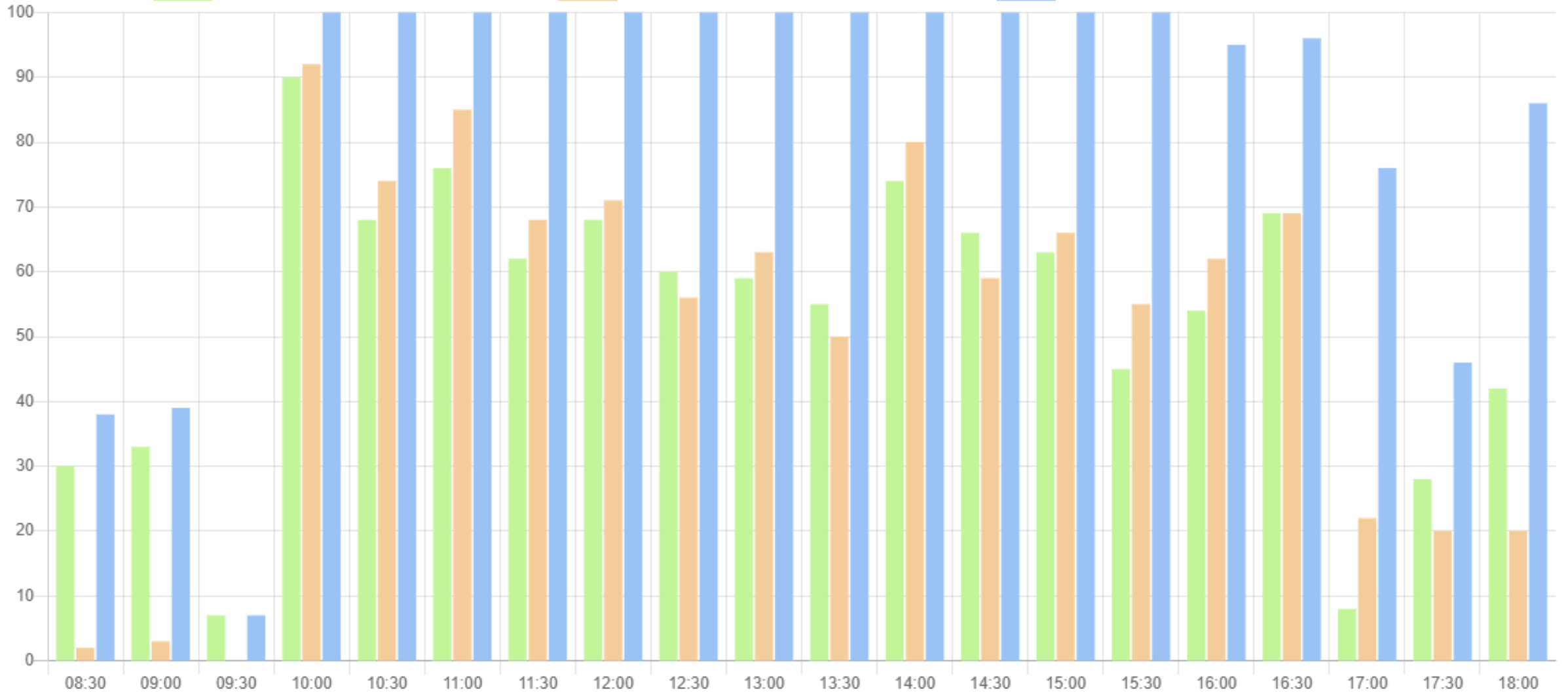
Slot usage (%) for 7 day period from 16/Aug/2020

Seafield HWRC, 76 Seafield Road, EH6 7LW    Craigmillar HWRC, Old Dalkeith Road, EH16 4TB    Sighthill HWRC, Bankhead Avenue, EH11 4EA



Slot usage (%) for 7 day period from 13/Dec/2020

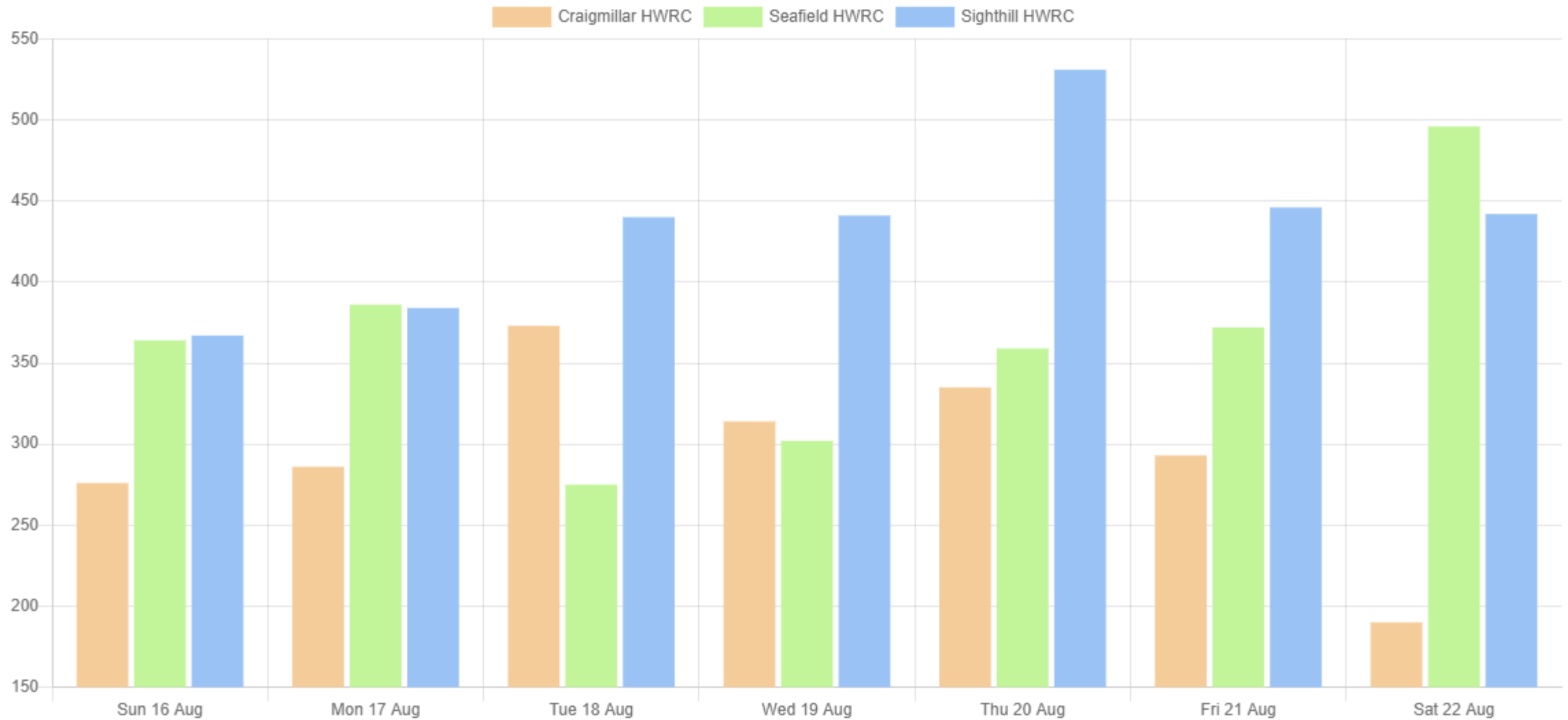
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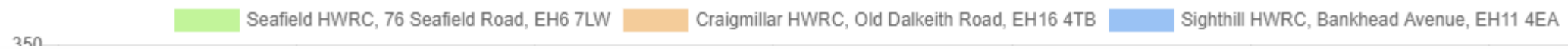
Start date: 16/Aug/2020

Refresh!

Current bookings for 7 days from 16/Aug/2020



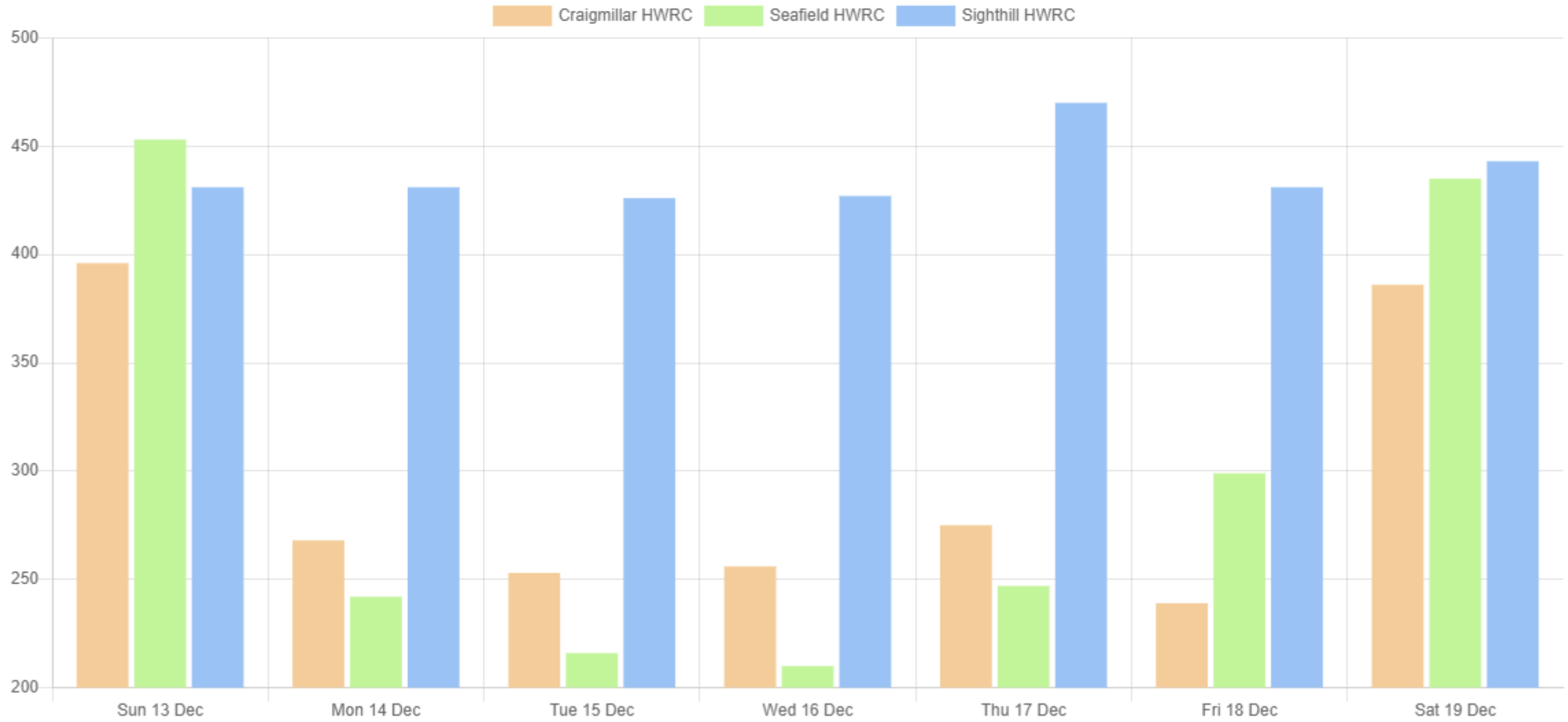
Number of available slots per day for 7 days from 16/Aug/2020



Start date: 13/Dec/2020

Refresh!

Current bookings for 7 days from 13/Dec/2020



# What do we know?

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- Staff and public happy and safer
- Van / trade misuse down
- HWRC booking waiting times:  
0-1 days at Seafield, 0-1 days at Craigmillar, 1-2 days for Sighthill.
- 200k+ customers have come through the recycling centres since reopening.
  - 80,000+ arrived within the 10 minutes before their slot starts.
  - 2635 have arrive on the wrong day
- Bookings average 0.8 bookings per minute since 28th May



# Data Driven decisions

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- New site? What Hours?
- Opening hours
- Trailers / vans
- 15 minute slots?

# Thank you

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