

Isle of Wight Council HWRC Booking System Implementation

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Environment



Island Context



The Isle of Wight is a Unitary Authority



71,000 Households



141,771 residents



Integrated Waste Contract Collection through to Disposal

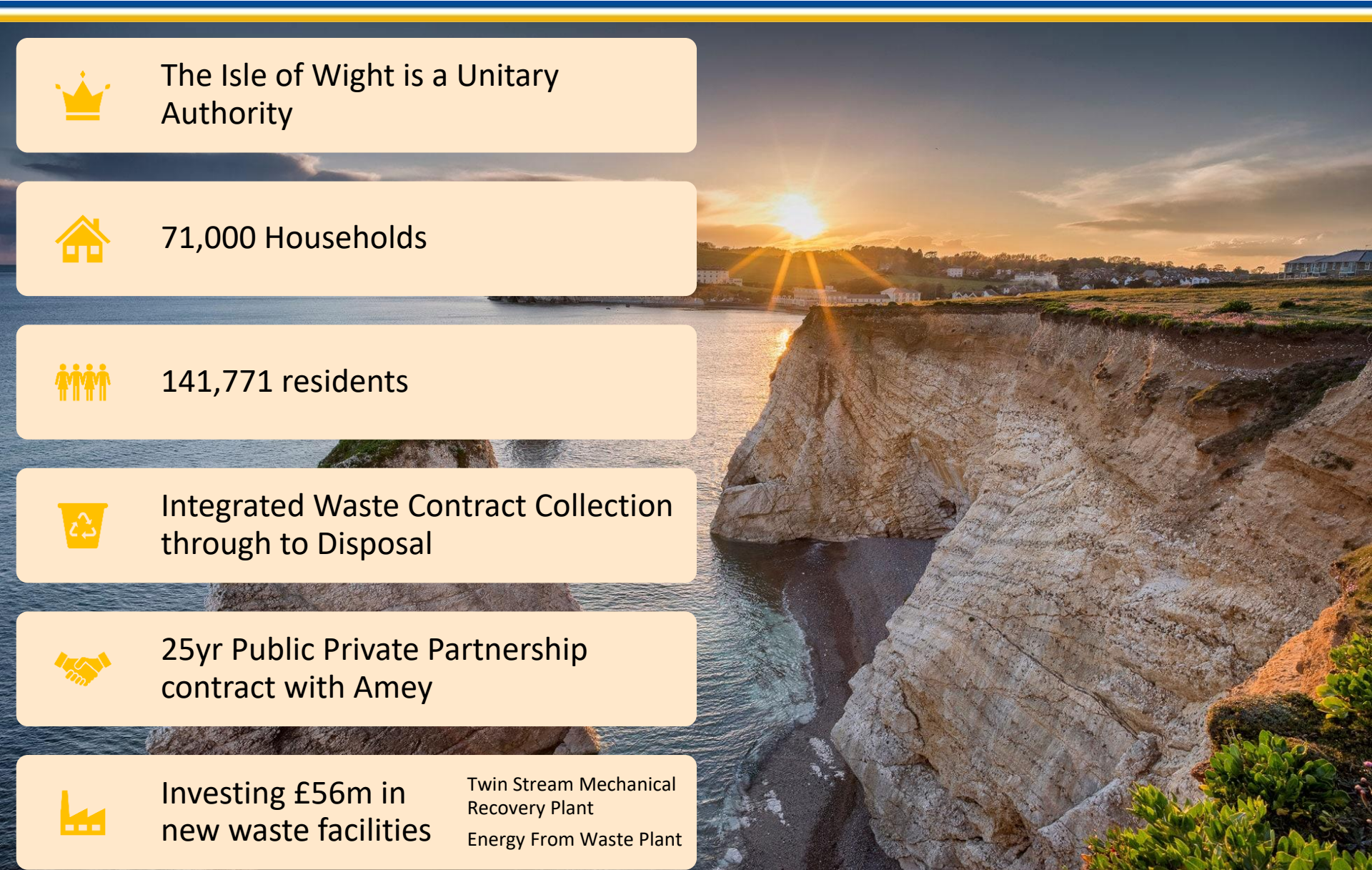


25yr Public Private Partnership contract with Amey

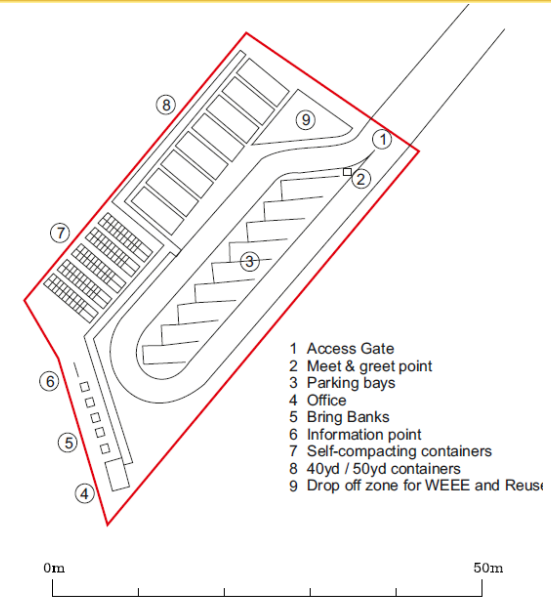
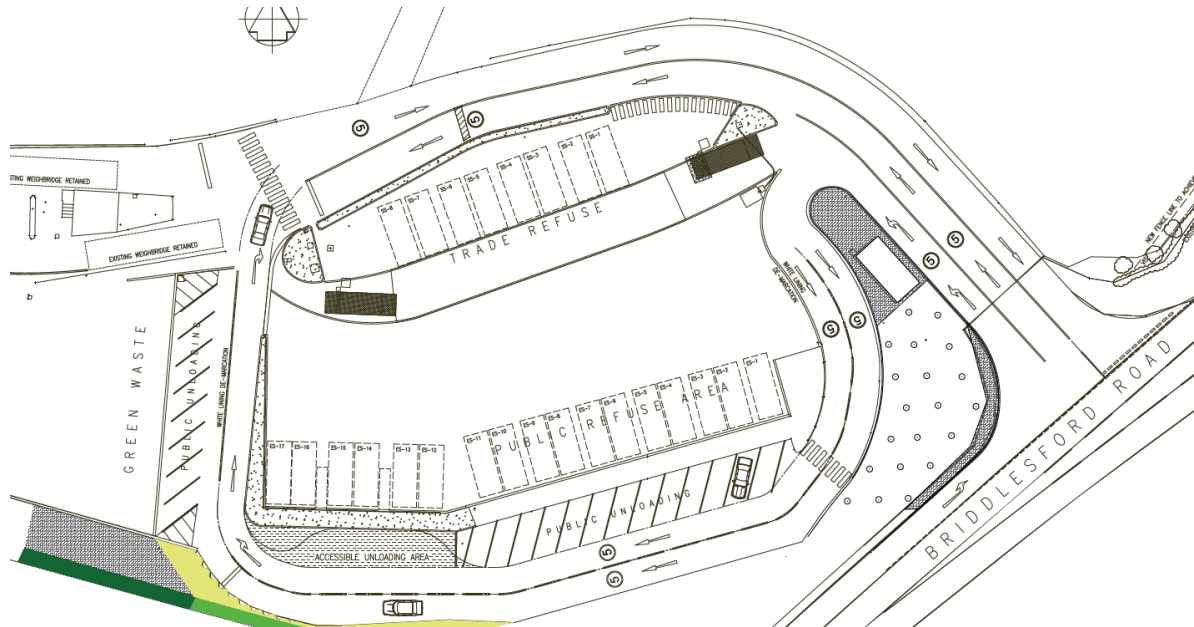


Investing £56m in new waste facilities

Twin Stream Mechanical Recovery Plant
Energy From Waste Plant



Island Context



- 2 Household Waste Recycling Centres
- 1 Commercial Waste recycling Centre


Lynnbottom, Mon-Sun 10am to 6pm


- 280,000 vehicles 2018/19
- 173,000 vehicles 2019/20
- Peak flow avg Q1 180 vehicles per hour


Afton Marsh, open Sat – Mon, 10am to 6pm


- 78614 vehicles 2018/19
- 66225 vehicles 2019/20
- Peak flow avg Q1 80 vehicles per hour


Re-opening Socially Distanced


 Ensure the needs of residents are met in a safe and measured approach


 Protect the health and wellbeing of staff operating the HWRCs

 Protect the safety of the highway network

 Receive waste in compliance with regs

 The waste hierarchy; and by environmental risk factor

 Compliance with essential Travel Restrictions

 Compliance with 2 metre social distancing



Islanders vent anger over cuts to Lynnbottom Tip opening hours, says survey

A survey carried out during half term found there is "deep anger and frustration concerning the reduced waste collection service" with over a 1,000 comments by council tax payers. Read and contribute to the 6 readers' comments.



Councillor Stewart said: "We are told some people are sitting in their cars from 8:30 onwards - bear in mind it opens at 10 - with their flasks and their sandwiches to be first into the tip."



Scope for re-opening

Phase 1 – 11 May

- Booking System (30 min slots)
 - Lynn 10 cars per 30 mins
 - Afton 5 cars per 30 mins
 - Each 'MyAccount' holder may only book once every 14 days
- External Traffic Management
 - 30 MPH Speed limit ETRO
 - one way road restriction ETRO
- Social Distancing Measures on site
 - Reduced parking
 - 1 adult per tip off
 - No assistance available
 - No vans, trailers or pick-ups
- Reduced acceptance of waste streams
 - Garden Waste
 - Asbestos & Plasterboard
 - WEEE
 - Batteries
 - Wood (mand made and natural)
 - Hard Plastics

Phase 2 – 23 May

- Booking system (change to 15 minute slots)
 - Lynn up to 10 cars per 15 mins
 - Afton up to 5 cars per 15 mins
 - Maintain 14 day restriction
- External Traffic Management
 - One way system removed
 - 30 MPH limit to remain for 6 months on a TTRO
- Social Distancing Measures on site
 - Reduced parking
 - 2 adult per tip off
 - assistance available
 - vans, trailers or pick-ups allowed back on site under previous permit system + booking
- Waste Streams
 - All except General in black bags

Phase 3 – Yet to come

- Booking System
 - Phase up Lynn to 18 per 15 mins (144 per hour)
 - Phase up Afton to 10 per 15 mins (80 per hour)
 - Maintain 14 day restriction
 - Assess keeping the booking system long term
- External Traffic Management
 - Remove temporary speed limit
- Social Distancing Measures on site
 - Increase parking bays
- Waste Streams
 - Assess if and when mixed bags of general waste will be accepted
 - Consider bag splitting policy

Booking System Specification



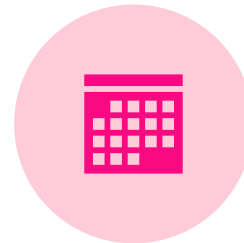
Linked to Customer Relationship Module



Digital by Default principle



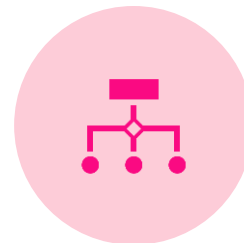
Customers must be signed into their myAccount before they can make a booking.



Booking can be made from the start date through to the end date of open bookings (not restricted to one week at a time)



The system will restrict each myAccount customer so they must have 14 days between each booking.



The system will allow bookings to be made up to the configured close date



Admin System Held by WaR team



Provide flexibility to

open up and close down the number of booking slots and alter the window of time for booking slots



Provide Extracts in xcell



Be searchable by Customer ID, Name, address and reg plate



Have a cancellation function



Send confirmed bookings to Amey via WebServices

You are here:

Home

Council

Hwrcbooking

Household Waste Recycling Centre - Bookings

GDPR Statement for Waste Services

Please read our GDPR statement for Household Waste Recycling Centre bookings before applying for this waste service.

[View GDPR Statement](#)

Create a new booking

Book a slot at a Household Waste Recycling Centre.

[Book Now](#)

Your Existing Bookings

You do not have any bookings coming up

You are here: [Home](#) > [Council](#) > [Hwrcbooking](#) > [Book](#)

Apply for a new Household Waste Recycling Centre Slot

Your Details

Terms and Conditions

Site Restrictions

All visitors **MUST** wear appropriate clothing to unload their waste including gloves and flat close toed shoes.

Parking will only be in even numbered Bays

Only 2 adults may exit the car and set down waste.

Staff **will not** unload for visitors.

Customer must wait 14 days between bookings

Please check our **waste website** regularly for updates to the household waste recycling centre.

Do you agree to the above terms and conditions?

 Yes

 No

Booking Date

July 2020

Mon	Tue	Wed	Thu	Fri	Sat	Sun
29	30	Full 1	Full 2	Full 3	Full 4	Select 5
Full 6	Select 7	Select 8	Select 9	Select 10	Select 11	Select 12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Outcomes



Lynnbottom
11 May to
14 June

35909 vehicles 2018/19

28813 vehicles 2019/20

6222 vehicle 2020/21

Afton
Marsh, open
Sat

9652 vehicles 2018/19

8087 vehicles 2019/20

1144 vehicle 2020/21

