

HAMPSHIRE COUNTY COUNCIL

Decision Report

Decision Maker:	Executive Member for Economy, Transport and Environment
Date:	20 January 2015
Title:	Changes to the Household Waste Recycling Centres Hours of Operation
Reference:	6369
Report From:	Director of Economy, Transport and Environment

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1. Executive Summary

1.1. The purpose of this paper is to set out the options for the revised hours of operation at the 24 Household Waste Recycling Centres (HWRCs) in Hampshire to achieve contract efficiencies.

1.2. This paper:

- sets out the reason the decision is required;
- outlines the results of the recent consultation exercise;
- provides analysis of the visitor data for the HWRC service;
- presents the financial implications of each of the options.

2. Contextual information

2.1. On the 4 November 2014 the Executive Member for Economy, Transport and Environment approved a range of measures to improve the efficiency and reduce the cost of the HWRC service in response to the savings targets for 2015.

2.2. These measures included a proposal to reduce the opening hours at HWRCs with the recommendation stating:

‘That the Executive Member for Economy, Transport and Environment receives a further report at an appropriate time to agree the detail of amendments to HWRC opening hours.’

In addition the Economy, Transport and Environment Select Committee expressed an interest in being presented with the full range of options considered and the supporting data in terms of the operational and financial impacts.

2.3. The 24 HWRCs in Hampshire are currently open for standard hours during daylight with three exceptions at Efford, Hedge End, and Hayling Island¹, which either open later or close earlier due to planning permission restrictions.

2.4. The standard hours are:

8am – 4pm 1 October – 28 February

8am – 5pm 1 March – 31 March

8am – 7pm 1 April – 30 September

3. Opening Hours Data

3.1. Public Consultation Results

In the public consultation on proposed changes to the HWRC service, a question asked for respondents' opinions on the option to reduce hours and also presented some options in terms of where the reductions would be made. The County Council's proposals were broad in terms of whether the reduction should be in the morning, the afternoon, or on an all day basis once a week, and based on the responses the table below gives an indication of when site users would like to access the service.

Table 1: Consultation results for reduced opening hours

Preferred Option	Later Morning Opening	Earlier Evening Opening	Winter Opening All Year	Day Closures
% of Responses	37	6	22	24

The results show that a later start in the morning is the most preferable option for reductions with one day closures and a change to year round winter times being a preference for almost a quarter of respondents.

¹ Details on opening hours can be found at - <http://www3.hants.gov.uk/waste-and-recycling/hwracs-2/find-hwrc.htm>

This was reflected in the comments that people made in their responses, that they would like the option to access the service after the normal working day is done during the summer to dispose of material.

3.2. Visitor Data

An Automatic Number Plate Recognition (ANPR) system operates at all of the sites to help deter businesses from using the sites to dispose of commercial waste illegally, but it is also used to find out the number of visitors that access the sites and the times at which they do it. The graphs and tables below set out the average visitor data for the HWRC service.

Graph 1: Average number of visitors per hour per site for the summer months.

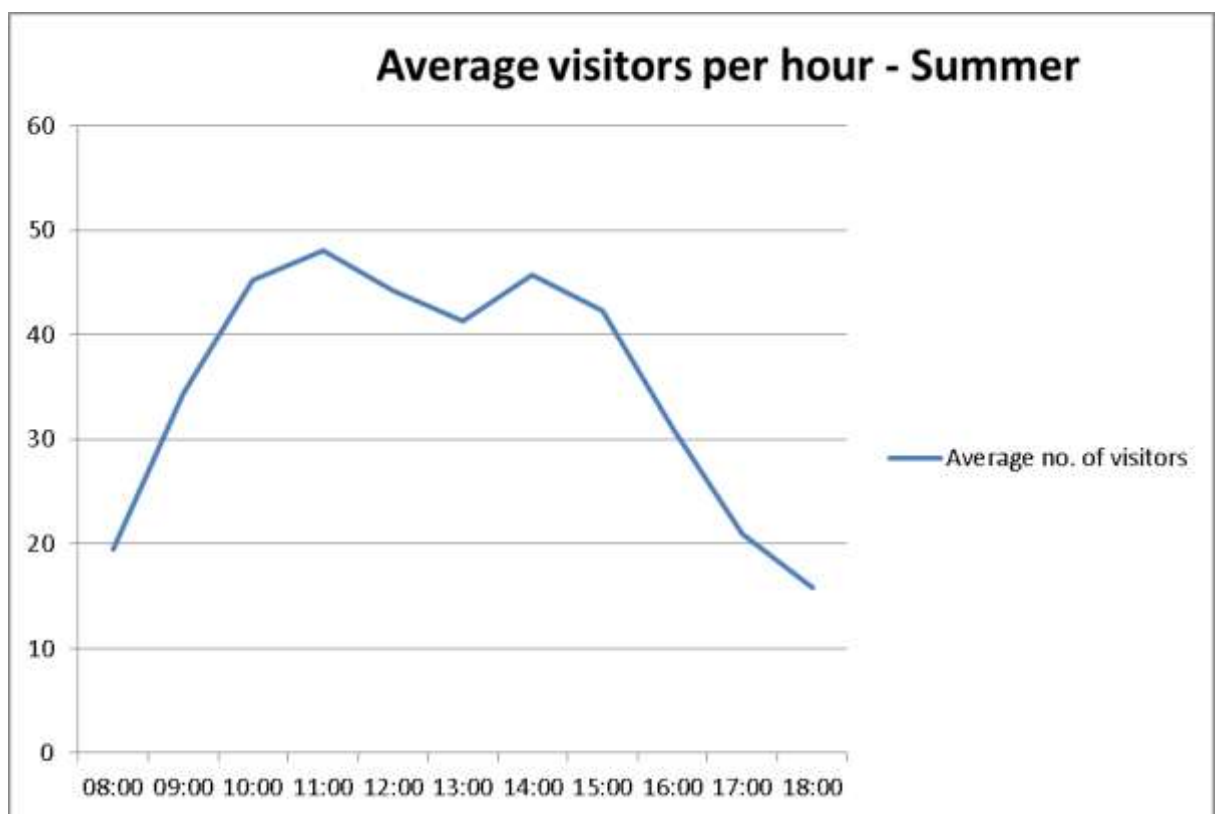


Table 2: Average number of visitors per hour per site during summer across the HWRC network

Time	Average number of visitors per hour
8am – 9am	20
9am – 10am	34
5pm – 6pm	21
6pm – 7pm	16

Graph 2: Average number of visitors per hour per site for the winter months

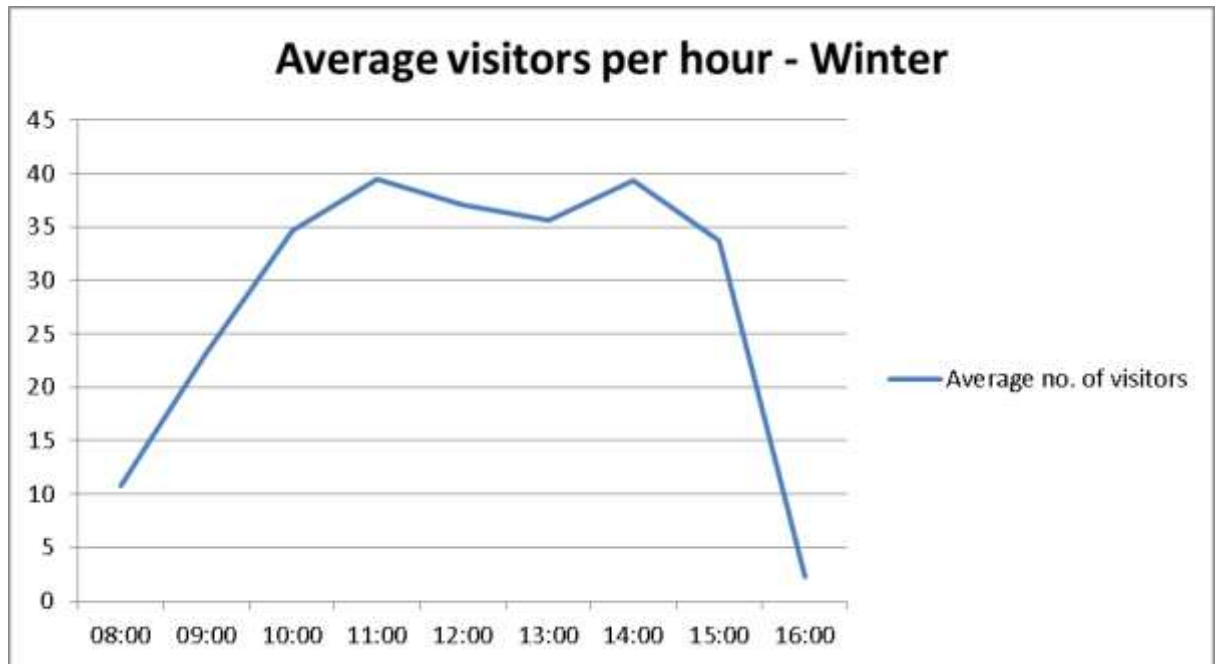


Table 3: Average number of visitors per hour per site during winter across the HWRC network

Time	Average number of visitors per hour
8am – 9am	11
9am – 10am	23

3.3. Site Operation and Servicing

Servicing of two of the key material streams, residual and green waste, are undertaken by Veolia as part of the County Council’s main waste disposal contract, and this servicing is key to the smooth running of the service, particularly during busy periods.

Due to the working patterns of Veolia, who are the servicing contractor, and the availability of their storage and disposal sites, they utilise the early part of the morning to service the sites and ensure that there is maximum capacity for the day ahead. This is particularly the case on weekends and bank holidays and during the summer months when they start with empty bins to ensure that congestion and site closures are kept to an absolute minimum.

The site staff spend the first hour of the day setting up the site, ensuring that it is clean and tidy, including the immediate area around the site so that it is ready for the day ahead.

Both these functions are key to the effective running of an HWRC, and have a significant impact on the ability of the sites to maintain the service throughout the day, allowing the focus to be on customer service and maximising the performance of the site.

4. Finance

- 4.1. A number of options were considered to determine their financial impact to establish what could be achieved in terms of savings on the overall cost of operating the service.
- 4.2. For the purposes of this paper the option to undertake day closures has been excluded. That option will be reviewed once the impact of this initial reduction in hours is known and more detail is available on the logistics of closing sites for one a week. This may form part of a future budget reduction strategy if required.
- 4.3. The options that have been considered are:
 - A. Reduce the summer (1 March – 30 September) opening times at all sites to 8am – 5pm, winter (1 October – 28 February) hours to remain the same;
 - B. Open all sites at 9am in the morning and close at 5pm during the summer months, winter hours to be from 9am – 4pm;
 - C. Open all sites at 9am throughout the year but reduce the summer closing time to 6pm, winter closing hours to remain the same;
 - D. Reduce the summer opening times at all sites to 8am – 5pm but introduce a late night opening on one weekday night each week during the summer months;
 - E. Open during the winter from 9am – 4pm and the summer from 8am – 5pm.

Table 4: Annual savings achievable per option

Option	Annual saving £000s
A	£139
B	£232
C	£187
D	£116
E	£187

- 4.4. In order to amend the hours of operation it is necessary to amend the contracts of the staff operating the HWRCs and there is a potential for costs to be incurred depending on the outcome of this process. An assessment has been undertaken and in a worst case scenario it is estimated that this could be up to £40,000. This would need to be taken off the savings amounts above.

5. Other key issues

- 5.1. The results of the consultation are clearly in favour of opening the sites later in the morning as opposed to an earlier closing time. However, this does not

reflect the visitor data which shows that more people use the sites on average during the first two hours of the site than do in the final two hours of the day.

- 5.2. In order to maintain the level of service during the day and avoid site closures and congestion, the sites would need to be open to allow the Veolia servicing vehicles to access them and empty the full bins as well as allowing some of the HWRC site staff to be available to prepare the site for the day. This has a financial impact on the level of savings that could be achieved which is reflected in the figures set out for each of the options in Table 4 above.
- 5.3. Options 'A' and 'D' have no impact on the servicing of the sites as they open at the same time in the morning. However, this also limits the saving that is achievable due to the continued need to staff the site from 8am, and also to account for the additional waste that will come into the site during the reduced hours to ensure effective management of the traffic and depositing of materials.
- 5.4. Options 'C' and 'E' offer greater savings due to the reduction of hours at both parts of the day, but in operational terms option 'E' is preferred. As the summer months are the busiest, the opportunity to open the sites at 8am will allow full bins to be serviced right at the start of the day as well as time for staff to get the site ready for the busier day ahead. This will make managing the additional waste that will come in during the reduced hours feasible to minimise congestion on sites and maximise performance.
- 5.5. Option B offers the greatest saving through reducing hours at both ends of the day and maintaining the later start during the summer months, although it is anticipated that this will have an impact on the operation of the sites during the day in the summer. This option is likely to result in some additional congestion during the summer months due to the compressed hours, as well as increased pressure on the servicing contractor making this option a challenging option to deliver operationally.
- 5.6. Based on the above it is felt that whilst option B offers the greatest level of saving, because of the impact on the operation of sites during the busy summer months and the potential additional costs in the first year of renegotiating the site staff contracts, option E is preferred.

6. Recommendations

- 6.1. That the Executive Member for Economy, Transport and Environment approves a permanent change to the opening hours at all HWRCs, with the exception of Efford HWRC, to be;

Winter (1 October – 28 February) – 9am – 4pm

Summer (1 March – 30 September) – 8am – 5pm

- 6.2. That, due to planning restrictions, the Executive Member for Economy, Transport and Environment approves separate opening hours for the HWRC at Efford, to be as follows:

Winter – 9am – 4pm

Summer 8am – 4:30pm

- 6.3 That the above opening hours take effect from 1 April 2015.

CORPORATE OR LEGAL INFORMATION:**Links to the Corporate Strategy**

Hampshire safer and more secure for all:	no
Corporate Improvement plan link number (if appropriate):	
Maximising well-being:	no
Corporate Improvement plan link number (if appropriate):	
Enhancing our quality of place:	yes
Corporate Improvement plan link number (if appropriate):	

Other Significant Links

Links to previous Member decisions:		
<u>Title</u> Household Waste Recycling Centres Contract	<u>Reference</u> 6031	<u>Date</u> 04/11/2014
Direct links to specific legislation or Government Directives		
<u>Title</u> Environmental Protection Act		<u>Date</u> 1990

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

<u>Document</u>	<u>Location</u>
None	

IMPACT ASSESSMENTS:

1. Equality Duty

1.1. The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- a) The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;
- b) Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;
- c) Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

1.2. Equalities Impact Assessment:

The Equalities Impact Assessment can be viewed here:

[HWRC Management Contract 2016 - Opening Hours EIA - 05.12.2014](#)

The equalities impact assessment for the revised hours of operation at HWRCs did not identify any medium or high impacts by any persons using the HWRC service.

2. Impact on Crime and Disorder:

2.1. It is possible that there will be a slight increase in fly tipping as a result of the reduced opening hours. However, this is expected to be localised at the entrance to sites and will not be sustained. Liaison with the management contractor, the Districts and Boroughs and the Environment Agency will be undertaken to monitor fly tipping and take action where necessary.

3. Climate Change:

- 3.1. How does what is being proposed impact on our carbon footprint / energy consumption?

By reducing the opening hours there will be limited if any impact on our carbon footprint or energy consumption. It is expected that reduced opening hours will encourage site users to be more efficient when utilising the service and ensuring that they maximise each load and therefore reduce the overall number of journeys to and from the HWRCs. This would reduce both the carbon footprint and the energy consumption in overall terms.

- 3.2. How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

The resilience of the HWRC service to climate change is not expected to be impacted by these proposals.