
HWRC Opening Hour Changes

Committee considering report:	Executive on 30 th April 2020
Portfolio Member:	Councillor Steve Ardagh-Walter
Date Portfolio Member agreed report:	9 th April 2020
Report Author:	Kofi Adu-Gyamfi
Forward Plan Ref:	EX3834

1 Purpose of the Report

- 1.1 The purpose of this paper is to set out recommendations for proposed opening hour changes for the Council's Household Waste Recycling Centres (HWRCs). This follows the successful completion of the recent trial expansion of opening hours at the Padworth site and engagement with residents on proposed new opening hours for both HWRCs.

2 Recommendation

- 2.1 That permission is granted to take the proposed changes forward to the Executive for final endorsement.

3 Implications and Impact Assessment

Implication	Commentary
Financial:	The proposed changes are anticipated to cost the Council c. £20 to £40k per annum. Discussions on the actual costs are still ongoing with the waste contractor. The expected costs has already been allowed for in the 2020/21 revenue budget. Finance contact: Gabrielle Esplin (Ext. 2836)
Human Resource:	Not applicable
Legal:	Not applicable
Risk Management:	There could be limited public resistance to the changes but this is tolerable and manageable through effective

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	communications.			
Property:	Not applicable			
Policy:	The provision of suitable HWRC access is aligned with national policies for increasing resource efficiency e.g. the Resources and Waste Strategy, and local priorities for environmental protection including the Council's Environment Strategy.			
	Positive	Neutral	Negative	Commentary
Equalities Impact:				
A Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on inequality?		Yes		No adverse impacts anticipated.
B Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?		Yes		Not applicable.
Environmental Impact:	Yes			The proposal will increase HWRC access across the District and help to improve recycling.
Health Impact:		Yes		Not applicable
ICT Impact:		Yes		Not applicable
Digital Services Impact:		Yes		Not applicable

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Council Strategy Priorities:	Yes			The proposals support the Council's priorities to Maintain a Green District, and Ensure Sustainable Services Through Innovation and Partnerships. They are also aligned to some objectives of the Council's draft Environment Strategy.
Core Business:	Yes			The proposals will help increase waste recycling and resource efficiency across the District.
Data Impact:		Yes		Not applicable
Consultation and Engagement:	We have engaged with the public on the proposed changes and have put relevant information on the Council's website. Extensive discussions have also been held with Veolia, the Council's waste contractor and they are very supportive of the proposed changes.			

4 Executive Summary

- 4.1 During summer 2019, the Council began a trial of extended opening hours at the Council's Padworth HWRC. The trial period was extended to March 2020 and an analysis of site usage data has shown that the trial has been successful in displacing some of the demand on the Newtown Road HWRC. It has also resulted in an increase in overall site usage across the District. In December 2019, a paper was presented to the Council's Operations Board, which included the outcomes of the Padworth trial and recommendation of new opening hours for both HWRCs. The proposals will help the Council to achieve suitable standardisation of hours across the two sites, provide good access to site users and achieve value for money for the Council's ratepayers. Operations Board were supportive of the proposed changes in HWRC opening hours across the two sites, which are as follows:

HWRC Site	Current Opening Hours	Proposed New Opening Hours
Padworth HWRC	<i>Pre-trial:</i> 12noon – 6pm Monday to Friday; 8am – 6pm during weekends and on Bank Holidays	9am to 6pm (7 days a week*)
	<i>Extended Trial Opening Hours:</i> 8am – 6pm, 7	

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	<i>days a week</i>	
Newtown Road HWRC	8.30am – 5.30pm (October to March)	9am – 6pm (7 days a week apart from Thursdays during April to September)
	8.30am – 7.30pm (April to September)	9am – 8pm (Thursdays only during April to September)

The Council's sites are open every day of the year including Bank Holidays, with the exception of Christmas Day, Boxing Day and New Year's Day.

- 4.2 Operations Board recommended in December 2019 that the public should be engaged on the planned changes before proposals were taken to the Executive for final endorsement.
- 4.3 In February 2020, the Council's Waste team undertook a detailed information campaign on the sites, actively engaging with customers to make them aware of the upcoming changes in opening hours. Data obtained from the survey shows that residents are broadly supportive of the proposed changes, with most respondents either agreeing with changes or saying that they will not be adversely impacted.
- 4.4 The recommended option achieves a good balance between providing a good level of service access to residents and delivering value for money. It will provide a suitable standardisation of hours between the Council's two sites and also allow flexibility for extended summer opening on Thursdays at Newtown Road.
- 4.5 If approved, the new opening hours will be effective from 01 May 2020. (The sites have been closed temporarily and re-opening is subject to the lifting of current lockdown restrictions and the impacts of the COVID-19 situation).

5 Supporting Information

Introduction

- 5.1 This paper sets out recommendations for proposed opening hour changes at the Council's Household Waste Recycling Centres (HWRCs). The proposals have previously been presented to Operations Board during 2019. Support was given to the proposed opening hour changes, with the recommendation to engage with residents before final endorsement by the Executive.

Background

- 5.2 In April 2019, a six-month trial began which involved the extension of opening hours of the Padworth HWRC. The purpose of the trial was to increase usage of the Padworth site and to provide a level of service to residents in the east of the District that was comparable to those using the Newtown Road HWRC. Prior to the trial, the opening hours at Padworth were 12noon to 6pm Monday to Friday; and 8am to 6pm on Saturday, Sunday and on Bank Holidays. The trial extended the opening hours to

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8am to 6pm, 7 days a week (it should be noted that existing planning conditions do not allow the opening of the Padworth site beyond 6pm).

- 5.3 The trial successfully achieved its objective of displacing some usage from the Newtown Road site to Padworth, thereby increasing overall access across the District. A report setting out the outcomes of the Padworth trial has been enclosed at Appendix B.
- 5.4 In October 2019, the Operations Board agreed with the recommendation that the trial opening hours at Padworth should be maintained until the end of March 2020.
- 5.5 Opening hours of the Newtown Road HWRC have remained unchanged during the trial period and are 8.30am to 5.30pm daily during the “winter” (i.e. October to March) and 8.30am to 7.30pm during the “summer” (i.e. April to September).
- 5.6 The proposals set out in this paper were presented to Operations Board in December 2019 and support was provided, subject to completion of suitable public engagement.
- 5.7 This item is on the Forward Plan to be presented to the Council’s Executive at the end of April 2020.

Proposals

The proposed HWRC opening hours that were provisionally supported by Operations Board in December 2019 are:

HWRC Site	Proposed Winter Hours (October to March)	Proposed Summer Hours (April to September)
Padworth HWRC	9am to 6pm	9am to 6pm (7 days a week)
Newtown Road	9am to 6pm	9am to 6pm (7 days a week apart from Thursdays) 9am to 8pm (Thursdays only)

The Council’s sites are open every day of the year including Bank Holidays, with the exception of Christmas Day, Boxing Day and New Year’s Day.

6 Other options considered

The proposed option and the other options considered have been set out below.

- 6.1 The following options were presented to Operations Board in December 2019.

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Option	Option Description	Estimated Additional Annual Cost to WBC	Estimated Monthly invoice over 12 months
Option 1	9am – 6pm standard opening hours at both Newtown Road and Padworth	£10,673.71	£889.48
Option 2	9am – 6pm at both sites plus 2 summer evening hours at Newtown Road only (all days)	£72,748.57	£6,062.38
Option 3	9am – 6pm at both sites plus 2 summer evening hours for a day at Newtown Road	£19,541.55	£1,628.46
Option 4	9am – 6pm at both sites plus 1 summer evening hour at Newtown Road (all days)	£41,711.14	£3,475.93
Option 5	9am – 6pm at both sites plus 1 summer evening hour for a day at Newtown Road	£15,107.63	£1,258.97

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- 6.2 Operations Board supported the recommendation of Option 3 above as the Preferred Option. The recommended option achieves a good balance between providing a high level of service access to residents and delivering value for money. It will provide a high level of standardisation of hours between the Council's two sites and also allow flexibility for extended summer opening on Thursdays at Newtown Road.
- 6.3 A public engagement exercise conducted on the HWRCs during 21 - 24 February 2020 shows that prior to the public engagement exercise, most residents were not aware of the proposed changes. This was entirely expected because the purpose of the exercise was to increase awareness. Data obtained from the survey shows that residents are broadly supportive of the proposed changes, with most respondents either agreeing with changes or saying that they will not be adversely impacted. A summary of the recent survey has been included under Appendix C. The proposed new hours have also been communicated via the Council's website.
- 6.4 It was intended that resident communications will be sustained in the period leading up to the implementation of proposed changes. However, due to the recent COVID-19 situation which has resulted in the temporary closure of the HWRC sites, we have paused our efforts to notify residents about the new hours to avoid confusing the public. Communications will be picked up again once the situation allows and before implementation.

7 Conclusion

- 7.1 It is recommended that the proposed change in HWRC opening hours (previously supported by Operations Board in December 2019) is taken forward to the Executive in April 2020 for consideration and potential final endorsement. If approved the proposed opening changes will be effective from 01 May 2019 (or the earliest practicable date after that time, subject to the ability to reopen the sites in the context of the COVID-19 situation).

8 Appendices

- 8.1 Appendix A – Equalities Impact Assessment
- 8.2 Appendix B – Padworth Opening Hours Trial Report
- 8.3 Appendix C – HWRC Satisfaction Survey and Information Campaign February 2020

Subject to Call-In:

Yes: No:

The item is due to be referred to Council for final approval

Delays in implementation could have serious financial implications for the Council

Delays in implementation could compromise the Council's position

Considered or reviewed by Overview and Scrutiny Management Committee or

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associated Task Groups within preceding six months

Item is Urgent Key Decision

Report is to note only

Wards affected: All Wards

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Document Control

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Owning Service			

Change History

Version	Date	Description	Change ID
1			
2			

Appendix A

Equality Impact Assessment - Stage One

We need to ensure that our strategies, policies, functions and services, current and proposed have given due regard to equality and diversity as set out in the Public Sector Equality Duty (Section 149 of the Equality Act), which states:

- (1) A public authority must, in the exercise of its functions, have due regard to the need to:**
 - (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;**
 - (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; This includes the need to:**
 - (i) remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;**
 - (ii) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;**
 - (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it, with due regard, in particular, to the need to be aware that compliance with the duties in this section may involve treating some persons more favourably than others.**
- (2) The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.**
- (3) Compliance with the duties in this section may involve treating some persons more favourably than others.**

The following list of questions may help to establish whether the decision is relevant to equality:

- Does the decision affect service users, employees or the wider community?
- (The relevance of a decision to equality depends not just on the number of those affected but on the significance of the impact on them)
- Is it likely to affect people with particular protected characteristics differently?
- Is it a major policy, or a major change to an existing policy, significantly affecting how functions are delivered?
- Will the decision have a significant impact on how other organisations operate in terms of equality?
- Does the decision relate to functions that engagement has identified as being important to people with particular protected characteristics?
- Does the decision relate to an area with known inequalities?
- Does the decision relate to any equality objectives that have been set by the council?

Please complete the following questions to determine whether a full Stage Two, Equality Impact Assessment is required.

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What is the proposed decision that you are asking the Executive to make:	HWRC Opening Hour Changes
Summary of relevant legislation:	N/A
Does the proposed decision conflict with any of the Council's key strategy priorities?	No
Name of assessor:	Kofi Adu-Gyamfi
Date of assessment:	06 April 2020

Is this a:		Is this:	
Policy	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	New or proposed	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Strategy	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Already exists and is being reviewed	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Function	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Is changing	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Service	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		

What are the main aims, objectives and intended outcomes of the proposed decision and who is likely to benefit from it?	
Aims:	To improve usage of WBC HWRCs
Objectives:	Increase patronage
Outcomes:	Increased patronage
Benefits:	Improved service

Note which groups may be affected by the proposed decision. Consider how they may be affected, whether it is positively or negatively and what sources of information have been used to determine this.		
(Please demonstrate consideration of all strands – Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex and Sexual Orientation.)		
Group Affected	What might be the effect?	Information to support this
Age	None	
Disability	None	

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Gender Reassignment	None	
Marriage and Civil Partnership	None	
Pregnancy and Maternity	None	
Race	None	
Religion or Belief	None	
Sex	None	
Sexual Orientation	None	
Further Comments relating to the item:		
Not applicable.		

Result	
Are there any aspects of the proposed decision, including how it is delivered or accessed, that could contribute to inequality?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Please provide an explanation for your answer: Not applicable	
Will the proposed decision have an adverse impact upon the lives of people, including employees and service users?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Please provide an explanation for your answer: Not applicable	

If your answers to question 2 have identified potential adverse impacts and you have answered 'yes' to either of the sections at question 3, or you are unsure about the impact, then you should carry out a Stage Two Equality Impact Assessment.

If a Stage Two Equality Impact Assessment is required, before proceeding you should discuss the scope of the Assessment with service managers in your area. You will also need to refer to the Equality Impact Assessment guidance and Stage Two template.

Identify next steps as appropriate:	
Stage Two required	Not required

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Owner of Stage Two assessment:	
Timescale for Stage Two assessment:	

Name: Kofi Adu-Gyamfi

Date: 06 April 2020

Please now forward this completed form to Rachel Craggs, Principal Policy Officer (Equality and Diversity) (rachel.craggs@westberks.gov.uk), for publication on the WBC website.