

**CABINET – 27 APRIL 2021****PROCEDURAL MATTERS****Members Questions****Question (1) Will Forster (Woking South):**

Late last year, Surrey County Council started to trial a booking system at Epsom's Community Recycling Centre. Please can the Cabinet confirm how the trial has gone?

On many occasions, there have been significant queues into the Martyrs Lane Community Recycling Centre. Has the Council been advised of the reasons for these recent delays at Martyrs Lane CRC in Woking? Will the County Council consider introducing a similar booking system at Martyrs Lane CRC to avoid these issues in future?

**Reply:**

The technology used to operate the Epsom community recycling centre (CRC) booking system has worked well and according to survey information it has been generally well received by site users. At busy times however there can be a week or so delay to obtain a booking slot.

The COVID secure operation that we have in place on all our CRCs mean that we have had to limit the number of people that can be present on site at any one time and this has led to queuing at some sites during peak times. Where necessary we have employed traffic marshals to manage the queuing traffic and we continue to ask that residents only make essential journeys to visit our CRCs in line with Government guidance.

We will continue to monitor the situation but there are no plans to introduce a booking system at other sites at the present time.

**Mrs Natalie Bramhall**  
**Cabinet Member for Environment and Climate Change**  
**27 April 2021**

This page is intentionally left blank