

Dear Members,

I thought you would appreciate an update on the HWRC service as we are responding to the continuing problem of high demand and traffic queuing issues which are impacting on road safety, as well as local businesses and residents, depending on the location of different sites. We know that the HWRC service is very important to residents and they have valued the convenience and efficiency of one of the largest and most accessible HWRC networks in England, which has not previously restricted access to pre-book slots only. We have sought to protect the basic service model during the current crisis, but the social distancing and 'Covid-safe' working requirements mean that capacity on site has been significantly reduced, whilst demand has been very high – this problem is not unique to Hampshire. We have put in place traffic additional management and extended the opening hours as well as repeatedly asking residents to limit journeys to the HWRCs to essential trips, but despite these measures demand remains very high and traffic queueing continues to cause problems.

Steps are therefore now being taken to implement a pre-booking system, which will mean that visits to sites can only be made if pre-booked. We are able to draw on lessons learned and experience from other areas that have implemented pre-booking systems, and we have the benefit of being able to select a system that has been proven already, rather than developing such a system from scratch. We are still working through the details of how the system will operate in practice, and when it will go live, but we are aiming for implementation by mid June. We will of course provide more details as soon as the arrangements are finalised.

In the meantime I attach a link to a [press release](#) on this subject which we have issued this evening.

Regards

**Stuart Jarvis**

**Director of Economy, Transport and Environment**