



**Dorset
Council**

Implementing a Household Recycling Centre (HRC) booking system

**Town & Parish Council webinar
17 June 2025**

Working together | ambitious for Dorset





Welcome and introduction

Cllr Jon Andrews
Cabinet Member for Place Services



How the booking system will work in Dorset

**Matthew Boulter
Commercial Services Manager**

The benefits of a booking system



- Fewer people on site – safer environment
- Less business waste misuse - savings
- Increased reuse and recycling rates
- Better value for money – protect frontline services
- Improve communication with customers

Learning from others

Key learning for Dorset:

1. Keep the booking process simple by avoiding non-essential questions
2. Allow residents to book for 'on the day' visits
3. Enable bookings up to 2 weeks in advance
4. Have 30-minute booking slots, which are popular and effective
5. Allow residents to cancel and amend their bookings easily

How residents will book a visit

- Bookings will be made through proven and reliable HRC booking software
- Bookings made online via Dorset Council website. Bookings over the phone will be introduced later.
- Incorporates existing DIY / asbestos bookings and van permit application processes



Book a visit to a Household Waste Recycling Centre (HWRC)

Guidance text TBC

Guidance text TBC

Blandford Household Recycling Centre

Shaftesbury Lane
Blandford
Dorset
DT11 7EG

Select



Bridport Household Recycling Centre

Broomhills Nursery
West Bay Fields
Dorset
DT6 5LB

Select



Dorchester Household Recycling Centre

St Georges Road
Dorchester
Dorset
DT1 1PE

Select



Portland Household Recycling Centre

Easton Lane
Portland
Dorset
DT5 1BW

Select



Shaftesbury Household Recycling Centre

Warminster Road
Shaftesbury
Dorset
SP7 9QJ

Select



Sherborne Household Recycling Centre

West Mill Lane
Sherborne
Dorset
DT9 6EE

Select



Select a date and time

<

JUN 2025 +

>

| M | T | W | T | F | S | S |
|----|----|----|----|----|----|----|
| | | | | | | 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 30 | | | | | | |

☐ Available ☐ Unavailable ☒ Selected

Tuesday 10 June

| | |
|-------|-------|
| 10:00 | 10:10 |
| 10:20 | 10:30 |
| 10:40 | 10:50 |
| 11:00 | 11:10 |
| 11:20 | 11:30 |
| 11:40 | 11:50 |
| 12:00 | 12:10 |
| 12:20 | 12:30 |
| 12:40 | 12:50 |
| 13:00 | 13:10 |
| 13:20 | 13:30 |
| 13:40 | 13:50 |

< Back

Next >

Your details

Personal information

* First name

* Last name

* Do you have an email address?

* Postcode (please select the address the **waste** is coming from)

Find address

Your booking

Book a slot for a car
10 minutes

Tuesday 10 June 2025
10:00 - 10:10

Blandford Household Recycling
Centre
Shafesbury Lane
Blandford
Dorset
DT11 7EE

Booking information

* Vehicle registration

Find vehicle

Please enter your vehicle registration and click 'Find vehicle' to validate it against the DVLA database.

Vehicle make

Vehicle colour

Review and confirm

Your booking is almost complete. Please check the details you have entered are correct and confirm your booking below. Your booking is not complete until you have pressed the confirm button.

Location

| | |
|---------|---|
| Site | Blandford Household Recycling Centre |
| Address | Shaftesbury Lane, Blandford, Dorset, DT11 7EG |

Date and time

| | |
|--------------|----------------------|
| Date | Tuesday 10 June 2025 |
| Arrival Time | 10:00 - 10:10 |

Your details

| | |
|----------------------|--------------------|
| Name | Jane Smith |
| Email address | janesmith@test.com |
| Vehicle registration | RA07CGY |

[< Back](#)[Confirm >](#)

Thanks Jane! Your booking has been confirmed

Your reference number is **217**

Your booking confirmation will be emailed to you shortly.

Please check your junk/spam folder if you do not receive your email.

Please arrive within your booking slot, otherwise you may not be permitted access to the Recycling Centre.

| | |
|---------------|----------------------|
| Date and time | Tuesday 10 June 2025 |
| | 10:00 - 10:10 |

| | |
|----------|---|
| Location | Blandford Household Recycling Centre, Shaftesbury Lane, Blandford, DT11 7EG |
|----------|---|

| | |
|---------------|----------------------------------|
| Personal info | Jane Smith janesmith@test.com |
|---------------|----------------------------------|

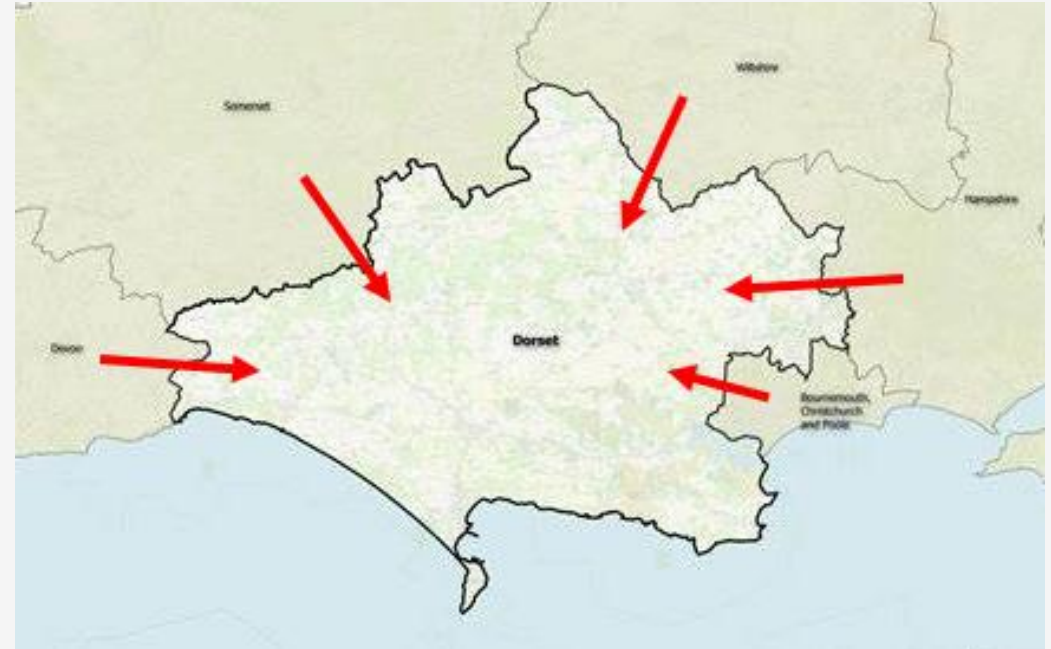
| | |
|----------------------|---------|
| Vehicle registration | RA07CGY |
|----------------------|---------|

 Print

[Return home](#) >

Non-Dorset residents

- Residents from neighbouring local authorities can book visits to Dorset HRCs, but a non-refundable entry fee will apply.
- Charge applied to cover the disposal costs and contribute towards the sites running costs.
- Charge taken as part of the booking process – booking confirmed once payment successful



Checking bookings at the HRC

- Simple and easy automatic check in process
- ANPR cameras will instantly verify bookings against vehicle registration numbers.
- A simple traffic light system will guide residents on how to proceed.



Visitor feedback & improvement

- Visitor feedback will be sought from day 1
- Post visit feedback sought after every visit
- Satisfaction surveys planned



When will bookings start?

- Planning October 2025 implementation



Dorset
Council

Communications

James Potten

Communications Business Partner - Place

Communication challenges

- **Why** are Dorset Council introducing a booking system?
- Behaviour change
- Concerns around fly-tipping



Key messages

Benefits

- Cost savings with no reduction to access
- Little to no queuing
- Fewer people on site
- Less outside-of-DC-area and business waste misuse
- Increased reuse and recycling rates
- Reduced carbon emissions.



Key messages

Convenience and ease of use

- Quick user-friendly process
- Most slots available on the same day
- Booking can be done online or via phone (date TBC).



Key messages

Reassurance

- No evidence of increased fly-tipping
- No reduction in accessibility or opening hours
- Interim period where people will be able to drop off waste without a booking
- Robust data protection.



Communications channels

- Posters & leaflets
- Local press
- E-newsletters
- Social media
- Dedicated webpage
- Newsroom articles
- Dorset Council News



Communications – Things to remember

- The system will lead to an improved service
- No-one will be turned away during the interim period
- Lots of information will be available nearer the time
- Officers available to help with responses to concerns.





Dorset
Council

Thank you for
listening

Are there any
questions?

