

ITEM 5**PAPER NO. WRWA 21-20****WESTERN RIVERSIDE WASTE AUTHORITY**

MEETING	29 th September 2021
REPORT AUTHOR/DATE	General Manager (Contact Mark Broxup - Tel. 020 8871 2788) 21 st September 2021
SUBJECT	Report by the General Manager on the review of the six-month trial of a Booking System at the Household Waste and Recycling Centre in Smugglers Way.
CONTENTS	<p>Page 1 Introduction</p> <p>Pages 1 to 9 Items reported on</p> <p>Page 10 Recommendations</p> <p>Pages 11 - 22 Appendix A– In-person Survey results (Enventure)</p> <p>Pages 23 - 27 Appendix B – Ward Maps detailing Centre usage</p>
STATUS	Open
BACKGROUND PAPERS	None

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INTRODUCTION

1. At the Authority meeting on 29th September 2020, it was agreed to introduce a six-month Booking System trial at the Household Waste and Recycling Centre (“HWRC”) for residents that use the Centre and travel by car or motorcycle. Pedestrians and cyclists are not required to book. The trial commenced on 22nd March and will end on 30th September 2021. At the last Authority meeting an interim progress report was presented to Members, but it was agreed that a full report on the results of the trial would be reported to this meeting to inform a decision on the continuation of the Booking System in the long term.
2. Following a procurement exercise, Bookinglab was appointed to provide a Booking System for the trial period and install a compatible Automatic Number Plate Recognition (ANPR) system. Initially, Bookinglab were appointed to facilitate the six month trial after which, and if successful, a five-year contract will be awarded to Bookinglab to provide the Booking System and support in the longer term.
3. A communications plan was launched on 3rd February 2021 to promote the introduction of the Booking System. This consisted of the following:
 - Leaflets handed out at the HWRC
 - Electronic signage at the HWRC
 - Social Media – Nextdoor and Twitter
 - Paid for advertising on Facebook
 - Information posted on the Authority’s website and Borough websites
 - Full page adverts placed in local publications.
 - Signs located outside the Centre and a large sign situated at the entrance.
4. The two main objectives of introducing a Booking System were reported as follows:
 - To control and manage the times the site is used and redistribute visits to reduce the problems associated with peak usage. It was not uncommon, during peak periods, to have queues waiting to enter the HWRC that tailed back to the roundabout in Swandon Way. This was the case in particular when the HWRC was reopened following lockdown in May 2020 and this impacted the local community and created a poor experience for the residents using the facility.
 - To enable better control over members of the public that live outside the Authority area and who use the Centre, in order to reduce the number of

visits and reduce the amount of material delivered to the HWRC. In 2019, a face-to-face HWRC satisfaction survey revealed that at least 6% of users did not live either in one of the constituent boroughs, or Westminster. It was estimated that non-resident usage was costing the Authority £133,000 per annum, based on rates per tonne for materials in 2020/21. As other neighbouring waste disposal authorities introduced booking systems to control usage and to facilitate social distancing during lockdown, the Smugglers Way HWRC was more likely to see higher numbers of non-residents using the Centre as no controls were in place.

5. Other possible advantages were highlighted as follows:

- Improved communications with residents as they are required to leave their email addresses to enable a booking confirmation to be sent to them. With the resident's permission, and through compliance with the General Data Protection Regulations, residents' emails could be stored and used to communicate messages about the HWRC and further encourage reuse and recycling at the facility.
- The need for the annual usage and site satisfaction in-person survey would not be necessary, as it could be replaced with an online survey (with or without a prize draw participation incentive) that could be sent out to the residents who agree to have their emails stored by the Authority. That would generate a saving of approximately £5,000 based on the survey carried out in 2019.
- Residents could be asked to give a summary of the types of material on the booking that they intend to bring to the Centre which would help identify non-household waste usage, help control the amounts being brought in and may assist with identifying small builders who may use the site illegally to dispose of non-household waste. Before the introduction of the trial, frequent users were monitored by the ANPR cameras, but with a booking system usage could be monitored by addresses as well. This could also help to inform the operational requirements of the sites, i.e. the number of containers needed for different types of materials that vary seasonally.

Feedback on the Trial - User Surveys

6. At the last Authority meeting, Members approved the survey questions below in order to carry out a short survey to gain residents' feedback about the Booking System. Both an in-person survey and an online survey were undertaken over a two-week period in order to attempt to capture a good sample of respondents. The Booking System was used to send out an email to residents within two hours of their visit to the Centre. The combined number of surveys carried out was

5,726, which is a capture rate of 38.8% since 14,752 residents visited the HWRC during the period the surveys were carried out.

One of the main aims of the Booking System trial is to reduce the queuing times into the HWRC.

- a) Did you need to queue on Smugglers Way before you entered the HWRC? Y/N***
- b) Did you find it easy to make a booking online or by telephone? Y/NPRE***

Please leave any comments you wish to make about the trial Booking System.

7. Attached to this report as Appendix A is a short report detailing the results of the in-person survey that was carried out by Enventure Research between Monday, 9th August and Sunday, 22nd August 2021 – a total of 3,343 interviews were carried out.
8. The results of the in-person survey are as follows:
 - i. When asked whether they needed to queue on Smugglers Way before entering the HWRC, nearly all respondents (97%) said they did not, with just 3% saying that they did have to queue.
 - ii. Nearly all respondents (98%) said they found it easy to make a booking online or by telephone, with just 2% saying they did not find it easy to do so.
9. The online survey was carried out between Friday, 6th August and Monday, 23rd August 2021. A total of 2,383 online surveys were completed.
10. The headline results of the online survey are as follows:
 - i. When asked whether they needed to queue on Smugglers Way before entering the HWRC, nearly all respondents (90%) said they did not, with 10% saying that they did have to queue.
 - ii. Nearly all respondents (96%) said they found it easy to make a booking online or by telephone, with just 4% saying they did not find it easy to do so.
11. It should be noted that respondents may have mis-read or mis-understood the first question as, once the initial amnesty period ended (when residents were not turned away for failing to book), there have been no instances of queues extending beyond the HWRC, although there can be short queues on-site – particularly at the beginning of each booking period.
12. Respondent residents were asked whether they had any further comments they wished to provide about the trial Booking System. The total number of

comments received from both the in-person survey and online survey was 2,439. These have been broken down by the number and percentage of respondents providing each response, as shown in the table below.

13. The category with the highest number of respondents (1,496 / 61%) made a positive comment about the Booking System and said they prefer it and/or want to keep it, and most cited the reason as not having to queue. The next highest category of respondents (294 / 12%) said that they preferred the old system or wished to go back to the old system, with most saying that they liked the flexibility of just being able to turn up.

Category	Number	% of Total
Prefer the new Booking System/keep the new Booking System	1496	61.3
Prefer the old system/go back to the old system	294	12.1
Personal details should be kept to save time/avoid repetition for future bookings	107	4.4
Booking System is too long/asks for too many personal details	91	3.7
Other comment - unrelated to Booking System	87	3.6
Other comment about Booking System	86	3.5
Issues with car registration reader - did not read registration properly/ did not recognise	56	2.3
Other - not sure	38	1.6
Booking System should only be implemented on busy days, i.e. Weekends and Bank holidays etc.	35	1.4
Booking System is too complicated/hard to navigate	31	1.3
Would like an app to make booking easier	23	0.9
Want longer time slots / more lenient time slots	19	0.8
Would prefer to double book/book back to back slot	14	0.6
Council website does not reference having to book	12	0.5
Did not receive booking confirmation / want to receive confirmation	12	0.5

Was not aware of Booking System / Booking System should be publicised more / explain why Booking System is needed	13	0.5
Don't want to provide personal details to visit	10	0.4
Booking System failed/error	10	0.4
Could not cancel booking / want to be able to cancel booking	5	0.2
Total	2,439	100

14. All the online survey comments are available in an excel spreadsheet, where the comments have been sorted by category; this can be provided to members if requested and will be posted on the Authority's website in due course.
15. There are 23 comments that request that an Application (App) is created to make the process of booking easier and 107 comments that request that personal details are kept on the Booking System to save time. This has been raised with Bookinglab to see if an App or a separate registration system can be introduced.
16. There are 56 comments about the ANPR system not identifying the car registration number when the resident arrives at the HWRC. There are a number of reasons why this will happen, including the resident not stopping their car at the required STOP line to enable the ANPR to read the registration, or they may have a personalised number plate, or they may have entered their registration number incorrectly when making a booking – the most common error being inserting a zero instead of the letter 'O'.
17. Some comments request that the Booking System should only be operated at peak periods such as Weekends or on Bank Holidays. This would not address the issue of non-residents using the facility and a variable day system would be more difficult to communicate to residents.
18. Many residents made positive comments about the staff working at the site and this has been fed back to Cory and the HWRC team. Conversely, a few comments were also made about negative interactions with staff. All surveys were carried out anonymously so Authority staff are unable to contact residents, but these comments have also been passed to Cory to investigate.
19. Some residents commented that they are concerned that the half an hour booking slots are not long enough to allow residents sufficient time to travel from home and arrive within the slot period, e.g. if they get caught up in traffic

congestion, but as the system allows flexibility on each side of the bookings to cater for early and late arrivals this has already been considered and acted on.

20. All the results of the survey will be published on the Authority's website as a news item and some of the misconceptions, e.g. that residents are limited to one booking per day or that the Booking System is a pre-cursor to charging for using the HWRC, will be dealt with in the Q&A section of the Booking System information page.
21. We did not receive any complaints from residents arriving at the Centre on a motorcycle but officers are aware that, due to the location of the Vehicle Registration Number, the ANPR does not register motorcycles as booked in.

Random ID Checks

22. The staff at the HWRC are carrying out random identification checks to confirm that all visitors who attend the Centre live in one of the constituent councils' areas to help prevent non-residents selecting an address in the Authority's area when making a booking. The checks are not too onerous and the requirement to bring proof of address is clearly stated when making a booking.

Tonnage comparison

23. At the time of writing, around 95% of residents are making a booking before visiting and the overall tonnage delivered has dropped which indicates that the Booking System is being effective in stopping non-residents making a booking. The tonnages of material delivered between April and August 2021, when compared to the same period during financial year 2019/20, has reduced by 760 tonnes.
24. The tonnages are not compared to financial year 2020/21, as the usage during this time was distorted due to the HWRC being closed as a result of the Covid-19 lockdown in April and part of May. On reopening, the Centre saw very high levels of usage due to the backlog and residents carrying out more home improvements and clearing out lofts, etc, during lockdown. Usage may also have increased since other local HWRCs introduced booking systems to control social distancing, which meant residents in those areas who couldn't wait for a booking, or didn't want to make a booking for their own HWRC, were using the Smugglers Way HWRC as it had no control over non-residents.
25. The comparison with 2019/20 shows an overall tonnage reduction between April and August 2021, compared to the same period in 2019/20, of 7%. If this is

sustained, it is estimated that an annual saving of approximately £200,000 based on 2019/20 tonnage rates will be achieved.

Complaints

26. The total number of formal complaints received about the Booking System trial is 17, which is a very small number, given that the total number of households able to access the site is around 518,000, including Westminster, and, at the time of writing, 155,000 bookings have been made.

Fly-tipping

27. Increased fly-tipping is mentioned as an effect of the trial in a number of formal complaints and a few comments have been made on social media and on feedback from the survey. Some residents' perception is that the Booking System puts people off from visiting the HWRC and they are therefore more likely to fly-tip their waste. Given that the recent WRAP study found no correlation between charging for waste at HWRCs and fly-tipping and the constituent councils reported no increases in fly-tipping when the HWRC was closed due to Covid-19 in April and May 2020, Authority officers do not believe it probable that the introduction of a free Booking System would lead to residents, who have previously been acting responsibly, begin to break the law in this way.

28. In those boroughs where fly tipping has increased, the increases do appear to have been occurring since the Summer/Autumn of 2020, i.e. around six months or more before the introduction of the trial, and borough Technical Officers have not reported any further increases as a direct consequence of the introduction of the Booking System.

Storing of Personal Data

29. A small percentage of residents (0.4%) said that they did not want to provide personal data. The Authority does not plan to keep any personal data for longer than six months unless it needs to be held for a valid reason, such as to block someone from using the centre as they have been abusive towards the staff, or the resident has ticked the consent box permitting the Authority to keep their email address so the Authority can communicate directly with them about the service.

Usage by Ward

30. At the last Authority meeting, Members requested that officers investigate to see if the Booking System could identify which residents across the Authority area are

using the HWRC by ward, in order to focus on the residents that do not make use of the HWRC. Maps that details the usage by ward are attached as Appendix B.

Telephone Enquires and Emails

31. Telephone enquiries to the Authority remain manageable and officers continue to make some bookings for residents who do not have an email address or mobile telephone number, but this is mainly being done by the Borough contact centres who have not reported any sustained difficulties with the system.
32. Enquiries via the Authority's 'info@' email address doubled at the start of the trial, including a number who were voicing their displeasure at the introduction of the Booking System, but at the time of writing these have significantly reduced.

Staff at HWRC

33. The staff at the HWRC staff have commented that they prefer the operation of the Booking System when compared to the pre-trial operation, as generally the residents have a better experience at the Centre since they are not queuing for long, if at all, and the HWRC is less busy. This means that the operation flows more efficiently from their perspective.

Technical Issues

34. There have been several technical problems since the system went live, including the loss of the broadband connection at the HWRC for five days due to a fault outside of the site. This meant all residents were allowed entry to use the Centre during that period, which is the contingency position. At the time of writing, all the issues with the System have been resolved and a second backup line became operational on 26th August 2021 to mitigate against the total loss of internet going forward.

Conclusion

35. The Smugglers Way HWRC is one of the busiest centres in the UK, serving 518,000 households including Westminster, and it sits within a busy predominately residential area with more residential developments currently being constructed, including one which is directly opposite it.
36. Before the Booking System was introduced, in peak hours the queues could tail back as far as the roundabout in Swandon Way and this caused frustration not only for the users of the site but also for other local residents and businesses.

37. The Booking System has met the two main objectives of the trial; firstly, the queuing in Smugglers Way at peak times has been removed which has been overwhelmingly acknowledged by the residents who took part in the survey. Feedback received from the Chairman of the Riverside West Residents Association in Smugglers Way states *“From the Residents I’ve spoken to it’s been an overwhelming success, with far less noise from cars on the road, less pollution, fewer queues blocking our entry/exit to the car park and much more perceived control. Thank you so much for trialling it and engaging with us.”*
38. The second main objective, of controlling non-residents using the facility, has reduced the number of visits since the Booking System was introduced and, if sustained, will yield an estimated annual saving of £200,000.
39. 61% of residents who responded to the survey said they wish the Booking System to be made permanent, with only 12% wanting to return to the old system.
40. The Booking System is possibly the only one in the country currently integrated with an ANPR system, which means the Authority is able to take same day bookings and does not need to dedicate a member of staff to simply checking registration numbers. The effectiveness of the Booking System at Smugglers Way also means that, unlike for other authorities, there is no need to restrict the number of visits a resident may make to the HWRC, although there are checks and procedures in place to identify and stop abuse. It also allows the Authority to communicate directly with consenting residents to highlight changes at the Centre, promote new initiatives and carry out satisfaction surveys.
41. Given the success of the six-month trial, Members are recommended to approve the operation of the Booking System permanently and to enter into a five-year contract with Bookinglab, at a cost of £23,500 per annum.

TREASURER’S COMMENT

42. The cost of the Booking System, of £23,500 per year, could be met from within existing budgets. One of the main objectives of the introduction of the system was to reduce usage from members of the public outside of the constituent borough boundaries (and Westminster), thereby reducing tonnage and costs to the Authority. Evidence for the period April to August 2021 suggests that tonnage is approximately 7% lower than pre-pandemic levels, saving the Authority £200,000 in a full year. If the proposal to continue with the Booking System is approved, this impact will be incorporated into the calculations when setting the 2022/23 budget.

RECOMMENDATIONS

43. Members are asked to:

- a) approve the continuation of the Booking System on a permanent basis;
- b) enter into a five-year support contract with Bookinglab, at a cost of £23,500 per annum; and
- c) otherwise receive this report as information.

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Wandsworth
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M. Broxup
GENERAL MANAGER

21st September 2021



Booking System Trial Survey

Final Report



August 2021

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Introduction

Background

As the body responsible for the management of waste in the London Boroughs of Hammersmith & Fulham, Lambeth, Wandsworth and the Royal Borough of Kensington & Chelsea, Western Riverside Waste Authority (WRWA) runs a Household Waste and Recycling Centre (HWRC) in Smugglers Way, Wandsworth, for residents of its constituent Boroughs. Residents of the City of Westminster are also able to use this centre.

In March 2021, WRWA introduced a six-month booking system trial to reduce the longstanding queuing problems on Smugglers Way, as it was hoped that controlling the times that the HWRC is used would reduce the peak usage and lessen the impact on the local community.

To evaluate the success of the booking system trial, WRWA is conducting an online survey with those who have used the booking system via email invitation. Enventure Research was commissioned to conduct a survey of visitors to the HWRC on-site to collect more visitors' views.

Aims and objectives

The overall aim of the survey was to establish visitors' experiences of using the booking system trial for the Smugglers Way HWRC.

Within this aim, the key objectives of the survey were to:

- Design the questionnaire in a format suitable for interviewing
- Undertake fieldwork in a 14-day timeframe
- Establish whether visitors had to queue on Smugglers Way before entering the HWRC
- Gauge the ease of using the booking system trial online or by telephone
- Explore any further comments about the booking system trial

This report details the findings of this survey. The raw data has also been provided to WRWA.

Methodology

Questionnaire design

A questionnaire was developed by WRWA to be administered online (delivered by WRWA) and face-to-face at the HWRC (delivered by Enventure Research). The questionnaire included three clear questions, including two closed yes or no questions and one open-ended question.

A copy of the questionnaire can be found in the **Appendices**.

Interviewer

Enventure Research deployed an experienced interviewer to undertake the research, having worked on previous WRWA projects, including undertaking a survey of visitors to the HWRC in Smugglers Way. The interviewer was provided with a hi-visibility vest and a photographic identification badge. Due to the Covid-19 pandemic, the interviewer was also given a face shield and instructed to follow all government and local public health guidance, such as social distancing and hand sanitising. They were also required to send a photo of a negative lateral flow test (LFT) before each week of the fieldwork. Prior to survey fieldwork, WRWA also provided the interviewer with a site induction detailing the site-specific health and safety procedures and guidelines.

Survey responses were recorded on a handheld tablet computer. The data was uploaded daily to Enventure Research. This allowed for real-time data analysis, performance checks and progress updates to be carried during the fieldwork.

Survey output

The survey commenced on Monday 9 August and was completed on Sunday 22 August 2021. During this time, a total of 3,343 interviews were completed.

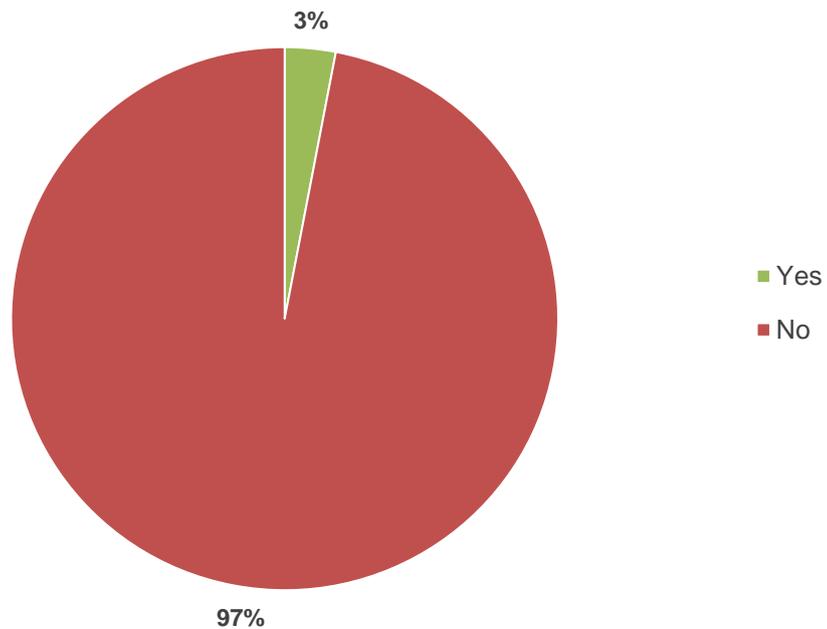
Survey Findings

Queuing on Smugglers Way

When asked whether they needed to queue on Smugglers Way before entering the HWRC, nearly all respondents said they did not (97%), with just 3% saying that they did have to queue.

Figure 1 – Did you need to queue on Smugglers Way before you entered the HWRC?

Base: All respondents (3,343)

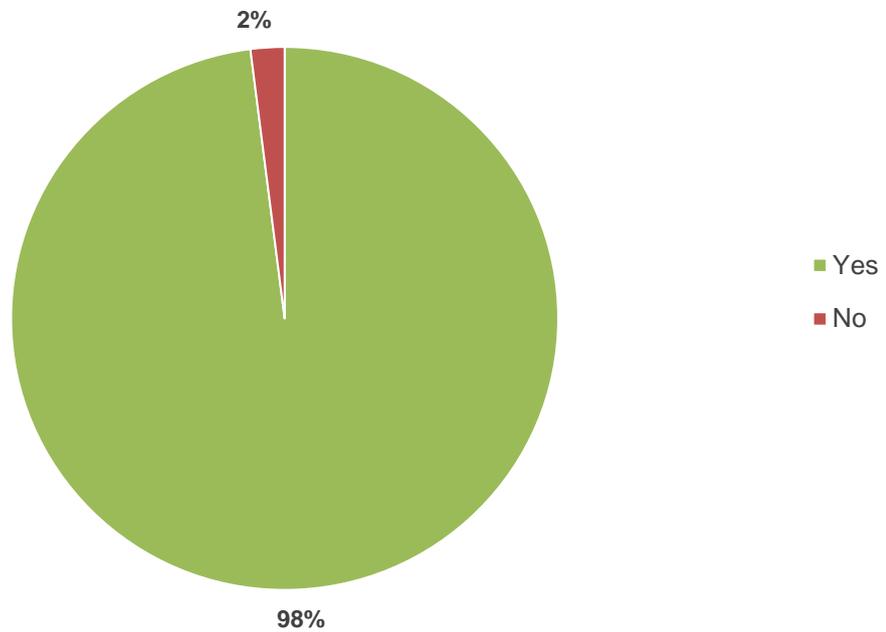


Ease of using the booking system

Nearly all respondents said they found it easy to make a booking online or by telephone (98%), with just 2% saying they did not find it easy to do so.

Figure 2 – Did you find it easy to make a booking online or by telephone?

Base: All respondents (3,343)



Further comments about the booking system

Respondents were asked whether they had any further comments they wished to provide about the trial booking system. These responses are displayed in the table below, broken down by the number and percentage of respondents providing each response.

As shown in **Figure 3**, those who provided a comment were more than twice as likely to say they preferred the new booking system or wished to keep the new booking system (41%) than saying they preferred the old system or wished to go back to the old system (18%).

A number of issues and dislikes about the trial booking system were reported by respondents, including it being too long or asking for too many personal details (12%), issues with the car registration reader (4%) and the booking system being too complicated or hard to navigate (3%).

Some suggestions were also made regarding how to improve the booking system, such as retaining personal details to save time or avoid repetition for future bookings (8%), the preference to double book or book a back-to-back slot (2%) and having an app to make booking easier (2%).

Any comments related to the trial booking system that were only made by one or two respondents have been included in the 'other comment – related to booking system' response in the table below (1%). A small proportion of respondents also provided an 'other' comment which was unrelated to the trial booking system (7%).

Figure 3 – Do you have any comments you'd wish to make about the trial booking system?

Base: Those who provided a response (669)

Comment about the booking system	Number	%
Prefer the new booking system / keep the new booking system	274	41%
Prefer the old system / go back to old system	119	18%
Booking system is too long / asks for too many personal details	80	12%
Personal details should be kept to save time / avoid repetition for future bookings	56	8%
Issues with car registration reader – did not read reg properly / did not recognise / does not work	30	4%
Booking system is too complicated / hard to navigate	23	3%
Would prefer to double book / book back-to-back slot	14	2%
Would like an app to make booking easier	13	2%
Did not receive booking confirmation / want to receive confirmation	11	2%
Council website does not reference having to book	10	1%
Booking system failed/error	9	1%
Was not aware of booking system / booking system should be publicised more / explain why booking system is needed	9	1%
Booking system should only be implemented on busy days, i.e. weekends and Bank Holidays etc.	8	1%
Don't want to provide personal details to visit HWRC	5	1%
Could not cancel booking / want to be able to cancel booking	4	1%
Want longer time slots / more lenient time slots	4	1%
Other comment – unrelated to booking system	47	7%
Other comment – related to booking system	9	1%

Appendices

Appendix A

Questionnaire

WRWA Booking System Trial Survey ^{Appendix A}

Good morning/afternoon, my name is and I work for Enventure Research.

We're conducting a survey with visitors to the HWRC on behalf of Western Riverside Waste Authority about the trial booking system.

Could you answer three quick questions about your experience of the booking system before you leave?

One of the main aims of the booking system trial is to reduce the queuing times into the HWRC.

Q1 Did you need to queue on Smugglers Way before you entered the HWRC?

- Yes
- No

Q2 Did you find it easy to make a booking online or by telephone?

- Yes
- No

Q3 Do you have any comments you'd wish to make about the trial booking system?

Thank you for your time!



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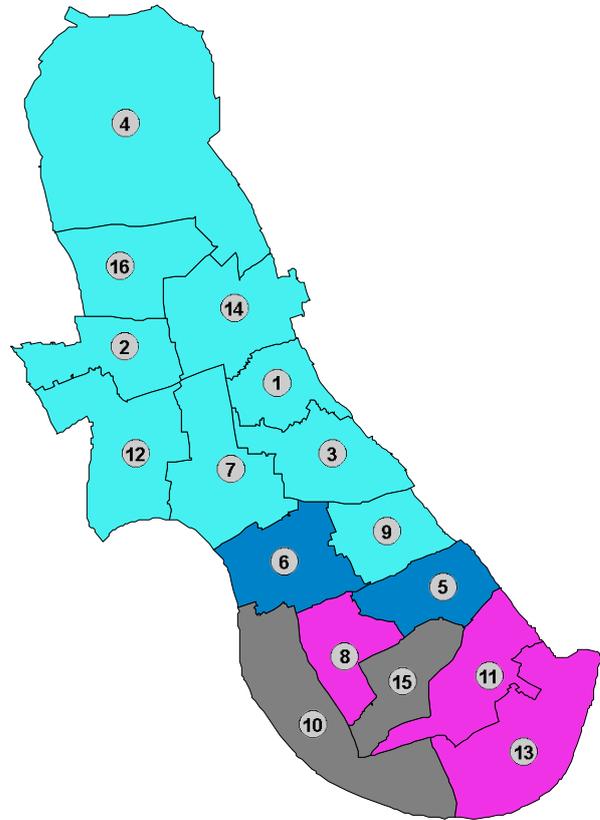
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HOUSEHOLD WASTE AND RECYCLING CENTRE BOOKINGS BY BOROUGH

Hammersmith and Fulham

Key	Ward	Bookings Apr-Aug 21
1	Addison	524
2	Askew	668
3	Avonmore and Brook Green	525
4	College Park and Old Oak	83
5	Fulham Broadway	1,119
6	Fulham Reach	1,237
7	Hammersmith Broadway	661
8	Munster	2,543
9	North End	595
10	Palace Riverside	1,920
11	Parsons Green and Walham	3,055
12	Ravenscourt Park	590
13	Sands End	2,999
14	Shepherd's Bush Green	375
15	Town	1,916
16	Wormholt and White City	255
TOTAL		19,065

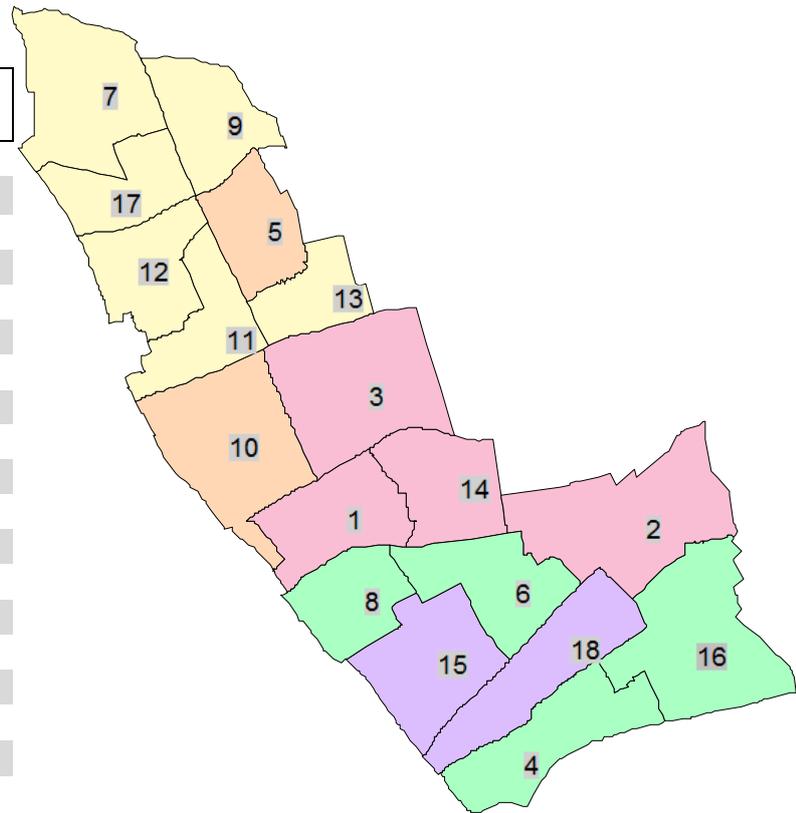


Legend

Quantiles	Low (>=)	(<) High	Occurrences	
1	83	700	(9)	
2	700	1,300	(2)	
3	1,300	1,900	(0)	
4	1,900	2,500	(2)	
5	2,500	3,055	(3)	
			(16)	

Royal Borough of Kensington and Chelsea

Key	Ward	Bookings Apr-Aug 21
1	Abingdon	351
2	Brompton & Hans Town	351
3	Campden	330
4	Chelsea Riverside	425
5	Colville	175
6	Courtfield	434
7	Dalgarno	127
8	Earl's Court	400
9	Golborne	65
10	Holland	235
11	Norland	162
12	Notting Dale	111
13	Pembridge	123
14	Queen's Gate	332
15	Redcliffe	608
16	Royal Hospital	485
17	St Helen's	167
18	Stanley	593
TOTAL		5,474

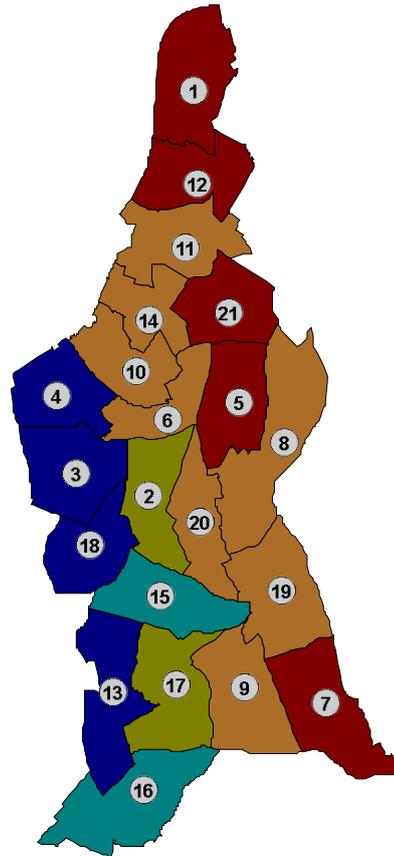


Legend

Quantiles	Low (>=)	(<) High	Occurrences	Color
1	65	170	(6)	Yellow
2	170	280	(2)	Orange
3	280	390	(4)	Pink
4	390	500	(4)	Green
5	500	608	(2)	Purple
			(18)	White

Lambeth

Key	Ward	Bookings Apr-Aug 21
1	Bishop's	144
2	Brixton Hill	1,205
3	Clapham Common	2,064
4	Clapham Town	1,749
5	Coldharbour	305
6	Ferndale	623
7	Gipsy Hill	377
8	Herne Hill	598
9	Knight's Hill	839
10	Larkhall	782
11	Oval	535
12	Prince's	453
13	St. Leonard's	1,778
14	Stockwell	644
15	Streatham Hill	1,490
16	Streatham South	1,485
17	Streatham Wells	1,276
18	Thornton	2,048
19	Thurlow Park	677
20	Tulse Hill	582
21	Vassall	473
TOTAL		20,127

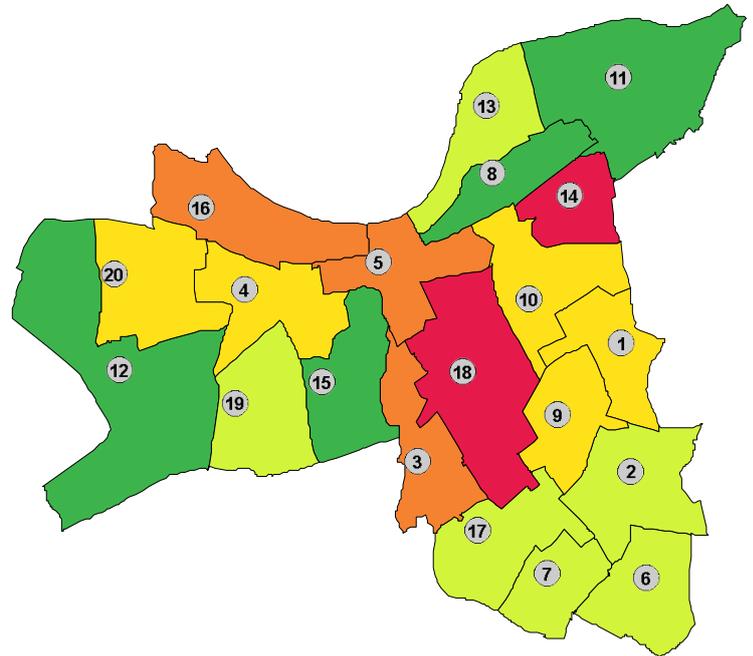


Legend

Quantiles	Low (>=)	(<) High	Occurrences
1	144	500	(5)
2	500	900	(8)
3	900	1,300	(2)
4	1,300	1,700	(2)
5	1,700	2,064	(4)
			(21)

Wandsworth

Key	Ward	Bookings Apr-Aug 21
1	Balham	5,316
2	Bedford	4,061
3	Earlsfield	7,122
4	East Putney	6,246
5	Fairfield	6,917
6	Furzedown	4,257
7	Graveney	3,447
8	Latchmere	2,045
9	Nightingale	5,926
10	Northcote	5,709
11	Queenstown	1,441
12	Roehampton and Putney Heath	1,408
13	St. Mary's Park	4,166
14	Shaftesbury	8,824
15	Southfields	2,922
16	Thamesfield	7,505
17	Tooting	3,762
18	Wandsworth Common	10,038
19	West Hill	4,055
20	West Putney	5,219
TOTAL		100,386



Legend

Quantiles	Low (>=)	(<) High	Occurrences	Color
1	1,408	3,100	(4)	Dark Green
2	3,100	4,900	(6)	Light Green
3	4,900	6,600	(5)	Yellow
4	6,600	8,300	(3)	Orange
5	8,300	10,039	(2)	Red
			(20)	White

HWRC usage by Ward over WRWA Area

