

Welcome to
**Smugglers Way Household
Waste & Recycling Centre**

Opening Hours

Monday - Friday	9.00am - 4.00pm
Saturday	8.00am - 6.00pm
Sunday	8.00am - 5.00pm



Please phone 020 8871 2788
or visit www.wrwa.gov.uk for more information



CORY
Waste Solutions



WRWA's HWRC Booking Service.

Project overview.

Western Riverside Waste Authority (WRWA) is the statutory authority responsible for managing the waste disposal of over 518,000 households across Hammersmith & Fulham, Kensington & Chelsea, Lambeth, Wandsworth, & Westminster.

On average, WRWA sees over 1,000 visitors per day at their Smugglers' Way Household Waste Recycling Centre.

WRWA needed an easy-to-use booking system that they could integrate with ANPR technology to improve the visitor experience, reduce queues & stop service misuse. Here's why:

- Service misuse was costing ~£133k p.a.
- Queues were causing congestion &
- Volatile demand was causing inefficient resource allocation & high costs



The solution.

Working closely with WRWA, we developed a Household Waste Recycling Centre Booking Service that facilitates a large volume of transactions & automates vehicle access by integrating with on-site ANPR technology.

This system has enabled WRWA to:

- Stop non-residents from using the site with address lookup functionality
- Use data to spread demand & eliminate queues
- Automate vehicle access with integration to ANPR
- Offer residents 24/7 self-service
- Stop banned vehicles from entering the site
- Send automated reminders & collect visitor feedback
- Implement booking rules to control their service
- Shut the site at short notice & quickly communicate service updates to visitors with a 'bulk cancellation' module
- Automate tasks & free-up staff

£200,000+

WRWA generates annual cost savings in excess of £200,000 as a direct result of implementing booking technology.

98%.

98% of site users found the booking system easy to use.

97%

97% of visitors stated that they have not needed to queue before entering the site since the implementation of booking tech.

The impact.

The statistics above highlight WRWA's success in reducing costs, improving the visitor experience & increasing operational efficiency. WRWA also states that since rolling out bookings, they have:

- Reduced waste disposal by 7%
- Increased recycling rates
- Reduced their CO2 output
- Stopped service misuse
- Reduced unplanned downtime
- Improved access & automated comms

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