

## MALDON DIVISION FEBRUARY UPDATE – COUNCILLOR JANE FLEMING

### TRIAL OF BOOKING SYSTEM FOR ALL VEHICLES AT ESSEX WASTE RECYCLING CENTRES

This is an extension of the current pilot booking scheme running at the nine van friendly site for large vehicles and at the Rayleigh Recycling Centre, where all vehicle booking has been piloted. The pilot is being extended to all vehicles and all locations for 9 months from March 2023.

2 online booking systems running will run in parallel:

- o large vehicles with visit slots of 1 hour (vans, pick-ups, vehicles towing a trailer with more than one axle)
- o small vehicles with visit slots of 15 minutes

The number of visit slots is set at location level based on current demand and safe operating practice.

Best way to book is online, but the contact centre will offer telephone bookings for those who need it between 8:30am to 5:00pm, Monday to Friday. The contact number is **0345 743 0430**

The booking process is being extended to all sites to help manage waiting times, reduce congestion both in and around the sites, and improve the customer experience.

Both trials (Rayleigh and Large Vehicles) have been effective in smoothing the pattern of demand across operating hours and reducing queues/congestion.

A large amount of positive feedback from resident surveys carried out Autumn 2022 on how the booking process is working.

Blue badge holders and pedestrians do not need to book a slot.

The trial will be monitored and amendments can be made as necessary.

Any decision to retain a booking system in the longer term will be subject to further public engagement and decision.

No reports of increased fly-tipping offences across the county have been received since the introduction of the booking process for Large Vehicles and at Rayleigh.

Further information can be found at [www.loveessex.org/bookings](http://www.loveessex.org/bookings) "

## WHAT WILL THE £2 BUS PRICE CAP MEAN FOR YOU?



The new bus price cap scheme came into effect on 1 January 2023 and aims to take at least 2 million car journeys off the roads in England, cutting congestion and pollution for everyone.

With the average single fare for a 3 mile journey estimated at over £2.80, the new fare which takes place until 31 March 2023, will save passengers almost 30% off the price.

See which operators are taking part in Essex: [bit.ly/3VpSL3X](https://bit.ly/3VpSL3X)

So where can you travel to for £2? Below are six of our top ways to take advantage of the scheme:

- Beach walk - Increase your daily steps with a coastal walk (Colchester to Frinton on the Heddingham 105/107).
- Stansted airport - Travel to the airport without paying expensive parking charges (First Buses Southend to Stansted X30 and Basildon to Stansted X10, both via Chelmsford).
- Country parks - Relax with a book and then enjoy a walk around one of Essex's parks (First Buses S1 or S2 Wivenhoe or Stanway to Highwoods Country Park).

- Visit another county - Take a trip to Cambridge from Saffron Walden (Stagecoach 7). What sightseeing would you do first?
  - Essex cities - Travel between two cities (Chelmsford and Colchester).
  - Travel into London - Catch First Buses 351 to Shenfield where you can take the new Elizabeth Line into London.
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## NEW ELECTRONIC SCREENS



The real time team have been busy replacing a number of the screens in Chelmsford and Clacton this month. Have you spotted any of them?

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## ESSEX SAVER BUS TICKET



The Essex Saver bus ticket allows users unlimited same day travel on registered local bus services within the ECC area for £10. The ticket can be bought on the first bus you board. To find out more click here: <https://bit.ly/3SPKdmN>

## READ ON THE GO WITH BORROWBOX!



Did you know that you can read books online for free with your library card?

Using BorrowBox, you can take your library on the road with a range of eBooks and eAudiobooks.

Simply download the app, log in with your library card, and away you go!

[Learn more about BorrowBox](#)

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## MAKING DIGITAL AVAILABLE TO ALL

In our latest blog, Essex County Council's Digital Inclusion Lead, Jess Flack, shares the importance of making sure everyone has the chance to go online.



In Essex, a fifth of households don't use the internet at all, and for those that do, more than half of them go online for limited reasons and with limited skill.

Jess reveals how we're tackling digital exclusion – from raising awareness of [social broadband tariffs](#), helping to provide free mobile data to those in need, and bringing interactive LEGO kits to libraries for young learners.

[Read our blog](#)

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## ARMY AND NAVY SUSTAINABLE TRANSPORT PACKAGE



Essex County Council are continuing to progress the [Army and Navy Sustainable Transport Package](#) as quickly as possible and are working hard to achieve the best solution for Chelmsford.

In October 2022, Essex County Council submitted an Outline Business Case to the Department for Transport (DfT) for the proposed package – the next stage

of the bidding process for Major Road Network (MRN) funding to build the scheme.

If the Outline Business Case is approved, the next step will be to work towards submission of planning applications for the different elements of the package.

As well as the expansion of Chelmer Valley Park and Ride, the proposed Army and Navy Sustainable Transport Package includes a new hamburger roundabout layout (a new roundabout with a road through the centre of it) at the Army and Navy junction. It also includes improved sustainable and active travel provision, with bus priority measures and walking and cycling improvements at the junction itself and on the approaches to and from the roundabout, and a 350-space expansion of Sandon Park and Ride.

More information about the latest proposals is available on our [project webpage](#).

Based on the current programme, planning applications are expected to be submitted in the summer. Construction of the package will be phased and is scheduled to start in Spring 2025 and be completed in early 2028.

## **RAILWAY STRIKES - CAN YOU GET A FULL REFUND IF YOUR TRAIN JOURNEY IS CANCELLED?**

The answer is usually that yes you are entitled to a full refund if your journey is cancelled completely.

If you're delayed and arrive at your destination more than half an hour late, you'll usually be able to get some money back. Some train companies will also give you compensation if your train is more than 15 minutes late. It's recommended that you keep your train tickets to prove purchase and to get a refund.

If possible you should try to claim within 28 days of the planned journey, but some train companies allow longer.

Train operators have details of how to claim on their websites and you are usually able to start a claim with them via that route. If you have purchased a season ticket, it's recommended that you ask at your local ticket office or check your train company's website and you will usually be able to get some money back for a delay or cancellation.

Additional advice on what to do if your journey was cancelled or delayed can be found at [here](#).

## POSTAL STRIKES - WHAT CAN YOU DO IF YOUR POST IS DELAYED OR LOST?

You might be able to claim compensation from Royal Mail. The level of compensation awarded will be dependent on how the item was sent and what the item is. If you bought something online, over the phone or in a shop you should try to contact the seller before you ask Royal Mail for compensation.

You can usually:

- ask for a refund or redelivery if the item didn't arrive
- check your options for returning damaged or broken goods

More advice about lost or delayed post can be found [here](#).

## RECYCLING OF VAPES

Did you know 3 million vapes are thrown away every week in the UK?

Vape kits (both disposable and rechargeable) contain batteries and precious metals. These can be a fire hazard if discarded in the bin, and the resources lost for good if they're not recycled properly.

If you, or someone you know, has switched to vapes this new year, make sure you know how to recycle them. You can take them to any [Essex recycling centre](#), or use local small electrical recycling points.

[Find out more about vape waste and where to recycle them.](#)

## **DONATE YOUR UNWANTED APPLIANCES**

ECC have recently partnered with the [Lighthouse Furniture Project](#) to launch a new reuse scheme at several recycling centres in Essex.

Residents visiting Brentwood, Chelmsford, Clacton, and Harlow Recycling Centres can donate larger electrical appliances for repair, reuse and redistribution amongst those in need.

Items such as electric cookers, washing machines, fridges and freezers are accepted.

[Find out more about the unwanted appliances project.](#)

## **REGIFT WITH FREEGLE!**

Now Christmas has come and gone, you may be left with unwanted gifts. Instead of hoarding them in the back of a cupboard, why not list your items on Freegle?

Using Freegle gives unwanted-but-useful items a new home in the local community. Freegle is run by volunteers who love to help their communities waste less and reuse more – that's Freegling!

[Join your local Freegle group](#) this January and start decluttering and regifting.

Remember, don't throw it away, give it away.



## LAST CHANCE TO APPLY FOR DIGITAL VOUCHERS

Last chance to [apply](#) for the The Government's Help to Grow:Digital Scheme which is closing permanently on 2 February.

Small businesses can apply for vouchers of up to £5,000 to spend on government approved software.