

JOINT WASTE DISPOSAL BOARD

07 03 2024

SUPPLEMENTARY PAPERS

TO: ALL MEMBERS OF THE JOINT WASTE DISPOSAL BOARD

The following papers have been added to the agenda for the above meeting.


These were not available for publication with the rest of the agenda.

Oliver Burt
Project Director

	Page No
5. PROGRESS REPORT	3 - 6
To brief the re3 Joint Waste Disposal Board on progress in the delivery of the re3 Joint Waste PFI Contract.	

remember **re**duce **re**use **re**cycle **re**cover **re**peat


seroing in on waste



USER SURVEY RESULTS - 2024 TRANSFER STATION AND MRF

INTRODUCTION
RESPONSE SUMMARY
RESULT HIGHLIGHTS
SPECIFIC RESULTS

1

INTRODUCTION	RESPONSES
<p>Aims:</p> <ul style="list-style-type: none"> • To find out what works well. • To find out what could be improved. • To check crew understanding. <p>Open to any team who deposits waste at a re3 facility (transfer station or MRF) on behalf of the Council.</p> <p>Ran from 30th Jan – 1st March.</p> 	<p>11 Responses</p> <ul style="list-style-type: none"> • 8 Bracknell Forest • 0 Reading • 3 Wokingham <p>Estimated Response Rate of ~8%. Mainly/wholly kerbside collections.</p>

CLASSIFICATION: OFFICIAL

2

RESULT HIGHLIGHTS

- 1/11 - Could remember a time in the last year when they weren't issued with a weighbridge ticket.
- 1/11 – Couldn't remember seeing a copy of the site rules.
- 10/11 - Happy with site opening times.
- 10/11 - Happy to raise a near miss.
- 2/11 - Would worry if a near miss was raised against them.
- 2/11 – Said they hadn't made a Queue Complaint because they didn't want to complain.

The most common top factor affecting how long vehicles spend at the sites was “vehicles loading”.



CLASSIFICATION: OFFICIAL

3

OTHERS

How often do you feel safe at the site?

	Always	Usually	Sometimes	Never
Longshot Lane	4	6	1	0
Smallmead	2	1	0	0

How would you rate the following?

(All results - Both Sites)	V. Good	Good	OK	Poor	V. Poor
Signs	1	5	7	1	0
Layout	1	4	7	2	0
Staff Helpfulness	2	1	8	3	0



CLASSIFICATION: OFFICIAL

4

SIGNING

How often are you asked to sign your Weighbridge Ticket?

	Always	Usually	Sometimes	Never
Longshot Lane	1	2	4	4
Smallmead	1	1	1	0

Signing of the Turnaround Delay Form

Everyone who stated that they had been asked to complete a turnaround delay form (at both sites) said that “The weighbridge staff select the reason for the delay, and I sign the form”.



CLASSIFICATION: OFFICIAL

5

DO YOU CHECK YOUR WEIGHBRIDGE TICKET TO MAKE SURE IT IS ACCURATE?

	Always	Sometimes	Never
Date and Time	5	3	3
Vehicle Registration Number	8	2	1
Waste Type	6	5	0
Weights	8	3	0



CLASSIFICATION: OFFICIAL


6

CAN YOU REMEMBER WHAT PERSONAL PROTECTIVE EQUIPMENT (PPE) YOU NEED WHEN YOU'RE ON SITE?

Hard Hat – 10/11

Proximity Sensor – 9/11

High Vis Jacket – 11/11



Ear Protection – 2/11

Safety Boots – 11/11

Eye Protection – 2/11

Gloves – 8/11




CLASSIFICATION: OFFICIAL

7

PLEASE TELL US WHAT TYPES OF ITEMS YOU COLLECT/ACCEPT IN THE RECYCLING BINS

	BFC			WBC			
	Never	At low levels	Always	Never	At low levels	Always	
Clean Paper/Card	0	0	3	Clean Paper/Card	0	0	3
Glass Bottles/Jars	2	0	1	Glass Bottles/Jars	2	1	0
Rigid Plastics (e.g. washing up bowls)	2	1	0	Rigid Plastics (e.g. washing up bowls)	2	1	0
Plastic Bottles	0	0	3	Plastic Bottles	0	0	3
Plastic pots, tubs and trays	0	0	3	Plastic pots, tubs and trays	0	0	3
Aluminium Foil	0	2	1	Aluminium Foil	0	2	1
Crisp Packets	0	1	2	Crisp Packets	2	1	0
Tetrapak/Cartons	0	1	2	Tetrapak/Cartons	1	1	1
Drinks cans/ Food Tins	0	0	3	Drinks cans/ Food Tins	0	0	3
Empty Carrier Bags	1	1	1	Empty Carrier Bags	3	0	0
Empty Food Pouches	1	0	2	Empty Food Pouches	2	1	0
Full Carrier Bags (with Unknown Contents)	2	0	1	Full Carrier Bags (with Unknown Contents)	2	1	0
Household Batteries	2	1	0	Household Batteries	3	0	0



CLASSIFICATION: OFFICIAL

8