



Central Berkshire PFI Contract

Re3

Monthly Performance Report

For January 2007

Monthly Performance Report

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SECTION 1: Executive Summary

Summary of Performance in Month

- 1) **Turnaround failures – A total of 22 vehicles (4 breakdowns) failed to turnaround within the 20 minute tolerance. This represents a steady improvement compared to December. There are still issues to be resolved with site layout as it is impossible to turnaround green waste vehicles within the permitted time while a bulker is in the bay. There were also several instances of Council vehicles all arriving at the same time.**
- 2) **Island Road CA site closure – This site had to undergo temporary closure on 9th, 11th and 18th January as a result of excessive winds making the site unsafe. The council was properly notified in accordance with appendix 2 of schedule 25.**
- 3) **Following Council request, waste was hauled to Colnbrook landfill site with deliveries starting on 24th January.**

Table A1

Ref	Performance Topic	No. of Qualifying Events rectified within Rectification Period	
		Current Month	Cumulative Year to Date
SO 1	WASTE MANAGEMENT AND DISPOSAL	0	0
SO 2	WASTE RECEPTION AND TRANSFER	0	0
SO 3	CIVIC AMENITY AND BRING BANK SITES	0	0
SO 4	MARKETS FOR RECOVERED PRODUCTS	0	0
SO 5	INTERFACE WITH THE PUBLIC	0	0
SO 6	CONTINGENCY PLANS	0	0
SO 7	CONTRACT COMMENCEMENT AND EXPIRY PLANS	0	0
SO 8	SERVICE MANAGEMENT	0	0
SO 9	HEALTH & SAFETY	0	0
Total		0	0

Table A2

Ref.	Performance Topic	Current Month				Cumulative Year to Date			
		Number of Defaults		Default Points	Performance Deductions	Number of Defaults		Default Points	Performance Deductions
		Within tolerance	Outside tolerance			Within tolerance	Outside tolerance		
SO 1	WASTE MANAGEMENT AND DISPOSAL	0	0	0	0	0	0	0	0
SO 2	WASTE RECEPTION AND TRANSFER	5	13	65	£390	10	39	195	£1,170
SO 3	CIVIC AMENITY AND BRING BANK SITES	0	0	0	0	0	0	0	0
SO 4	MARKETS FOR RECOVERED PRODUCTS	0	0	0	0	0	0	0	0
SO 5	INTERFACE WITH THE PUBLIC	0	0	0	0	0	0	0	0
SO 6	CONTINGENCY PLANS	0	0	0	0	0	0	0	0
SO 7	CONTRACT COMMENCEMENT AND EXPIRY PLANS		0	0			0	0	
SO 8	SERVICE MANAGEMENT	0	0	0	0	0	0	0	0
SO 9	HEALTH & SAFETY	0	0	0	0	0		0	0
Total		5	13	65	£390	10	39	195	£1,170

SECTION 2: Waste Management and Disposal

Performance in Month

There were no reported events causing any interruption to provision of service at any Facilities during January. No requests to provide Necessary Consents were received by the Contractor, nor were any Statutory Nuisance Notices received.

There were no instances of Emergency Opening during January.

Table B1

Ref	Performance Topic	No. of Qualifying Events rectified within Rectification Period	
		Current Month	Cumulative Year to Date
SO 1: WASTE MANAGEMENT AND DISPOSAL			
SO1:1	Availability of Sites	0	0
SO1:2	Necessary Consents		
SO1:3	Nuisance control	0	0
SO1:4	Emergency opening		
SO1:5	Maintenance of waste management facilities		
Total		0	0

SECTION 3: Waste Reception and Transfer

Performance in Month

Turnaround times were monitored daily and there were 18 instances of authorised vehicles spending more than 20 minutes at the weighbridge. This excludes 4 instances of vehicle breakdowns. Overall 1.0% of vehicles failed to turnaround in less than 20 minutes during January. This compares with 1.9% in December. Turnaround exceptions were generally caused by site layout and delays when bulkers were occupying green bays during arrival of authorised vehicles. There were also problems caused by groups of council vehicles all arriving at the same time.

There were no incidences of transportation spillages or reported deviations from Haulage Route without express permission of the Council Authority. The Council authorities requested that some residual waste was hauled to Colnbrook landfill and deliveries started on 24 January. All loads complied with Waste Acceptance protocols. The weighbridge was fully operational throughout January except for a 20 minute period on 16 January due to BT work, and there were no instances of any authorised vehicle failing to receive a weighbridge ticket.

Table C1

Ref	Performance Topic	No. of Qualifying Events rectified within Rectification Period	
		Current Month	Cumulative Year to Date
SO 2: WASTE RECEPTION AND TRANSFER			
SO2:1	Interface with the waste collection services		
SO2:2	Turnaround times		
SO2:3	Transport routes		
SO2:4	Transport of waste		
SO2:5	Waste Movement Plan	0	0
SO2:6	Recyclate quality check		
SO2:7	Corporate livery	0	0
SO2:8	Weighbridge ticket		
SO2:9	Notice of weighbridge being unavailable		
Total		0	0

Table C2

Ref.	Performance Topic	Current Month				Cumulative Year to Date			
		Number of Defaults		Default Points	Performance Deductions	Number of Defaults		Default Points	Performance Deductions
		Within tolerance	Outside tolerance			Within tolerance	Outside tolerance		
SO 2: WASTE RECEPTION AND TRANSFER									
SO2:1	Interface with the waste collection services	0	0	0		0	0	0	
SO2:2	Turnaround times	5	13	65	£390	10	39	195	£1,170
SO2:3	Transport routes	0	0	0		0	0	0	
SO2:4	Transport of waste	0	0	0	0	0	0	0	0
SO2:5	Waste Movement Plan	0	0	0		0	0	0	
SO2:6	Recyclate quality check	0	0	0		0	0	0	
SO2:7	Corporate livery	0	0	0		0	0	0	
SO2:8	Weighbridge ticket		0	0	0		0	0	0
SO2:9	Notice of weighbridge being unavailable		0	0			0	0	
Total SO 2		5	13	65	£390	10	39	195	£1,170

SECTION 4: Civic Amenity and Bring Bank Sites

Performance in Month

There were 3 closures of the Island Road CA site during January, on the 9th, 11th and 18th. These were all due to extreme adverse weather conditions and the Council was notified in accordance with appendix 2 of schedule 25.

The monitoring of Bring Banks remained under control of the council until 22nd January. From that date the Contractor assumed responsibility for inspection of all sites. On 14th December the Contractor received correspondence from BFBC regarding damaged Bring Banks. It was felt that this damage occurred prior to commencement of contract and following investigation and photos presented by Tom Coleman the damage was made good by Binmaster in January. This was confirmed at the Contract Review meeting of 18th January. It was also confirmed that the Contractor would undertake repairs from now on.

During January all Bring Banks were emptied in accordance with existing practice and the Contractor is reviewing the collection schedule over the coming months.

There were no incidences of containers exceeding their capacity at any CA sites. Full containers were all replaced within 24 hours.

There were no incidences of any Non-Contract Waste being received but not weighed at any facility.

Each CA site was checked daily for appearance, fly-tipping, security and waste-escape. Any exceptions were dealt with immediately.

There were no instances of retail or wholesale trading at any of the facilities during January.

Table D1

Ref	Performance Topic	No. of Qualifying Events rectified within Rectification Period	
		Current Month	Cumulative Year to Date
SO 3: CIVIC AMENITY AND BRING BANK SITES			
SO3:1	Availability of HWRC Sites to the public	0	0
SO3:2	Provision of Bring Bank Sites	0	0
SO3:3	Provision of Bring Banks	0	0
SO3:4	Operation of bring bank sites	0	0
SO3:5	Servicing of bring bank sites		
SO3:6	Bring Bank Site appearance		
SO3:7	Monitoring Bring Bank Sites		
SO3:8	Operation of CA sites/HWRC sites	0	0
SO3:9	User satisfaction with CA sites/HWRC sites		
SO3:10	User satisfaction with CA sites/HWRC sites (site improvement programme)	0	0
SO3:11	Non-Contract Waste	0	0
SO3:12	Appearance of HWRC sites	0	0
SO3:13	Escape of waste from CA sites/HWRC sites	0	0
SO3:14	Retail of wholesale trading	0	0
Total SO 3		0	0

SECTION 6: Interface with the Public

Performance in Month

The Contractor has fulfilled all its obligations in respect of SO 5 as detailed in this section. There were no complaints about staff dress during January. There was, however, a complaint about a member of sub-contracted staff requiring disciplinary action.

There were 4 instances of written complaint from members of the public being received in January (including the one above requiring disciplinary action). All the complaints were responded to in full and resolved within the prescribed timetable. All correspondence is recorded on the Business Collaborator system to allow full access for Councils to monitor our responses. This information is recorded as soon as is reasonably possible (usually within 1 working day).

Table F1

Ref	Performance Topic	No. of Qualifying Events rectified within Rectification Period	
		Current Month	Cumulative Year to Date
SO 5: INTERFACE WITH THE PUBLIC			
SO5:1	Stakeholder Liaison Committee	0	0
SO5:2	Availability of publications	0	0
SO5:3	Staff Code of Conduct		
SO5:4	Correspondence procedure		
SO5:5	Correspondence monitoring		
SO5:6	Stakeholder Plan - update	0	0
SO5:7	Community access	0	0
SO5:8	Visitor centre operation		
SO5:9	Public correspondence records		
SO5:10	Public dispute notification		
Total SO 5		0	0

SECTION 8: Contract Commencement and Expiry Plans

Table H1

Ref	Performance Topic	No. of Qualifying Events rectified within Rectification Period	
		Current Month	Cumulative Year to Date
SO 7: CONTRACT COMMENCEMENT AND EXPIRY PLANS			
SO7:1	Contract Expiry Plan.	0	0
SO7:3	Expiry Plan compliance	0	0
Total SO 7		0	0

Table H2

Ref.	Performance Topic	Current Month				Cumulative Year to Date			
		Number of Defaults		Default Points	Performance Deductions	Number of Defaults		Default Points	Performance Deductions
		Within tolerance	Outside tolerance			Within tolerance	Outside tolerance		
SO 7: CONTRACT COMMENCEMENT AND EXPIRY PLANS									
SO7:1	Contract Expiry Plan.		0	0		0	0		
SO7:3	Expiry Plan compliance		0	0		0	0		
Total SO 7			0	0		0	0		

SECTION 9: Service Management

Performance in Month

There were no changes to management arrangements or staffing levels at any of the Contractor's facilities. The Council were informed of the appointment of Neil Tyler as Construction Manager during January.

There was a Contract Review Meeting attended by a Contractor representative on 18th January.

All the facilities are monitored daily in accordance with established procedure and actions taken as detailed elsewhere in this report.

A copy of all written records is kept on Business Collaborator and a copy is kept at the relevant facility where appropriate for Council inspection if requested. Each facility has a site diary which can be made available to the Environment Agency for inspection if required.

Signage is maintained in accordance with the output specification as set out in SDP4.

Table II

Ref	Performance Topic	No. of Qualifying Events rectified within Rectification Period	
		Current Month	Cumulative Year to Date
SO 8: SERVICE MANAGEMENT			
SO8:1	Management arrangements		
SO8:2	Management arrangements (Update SDP)		
SO8:3	Staffing of facilities	0	0
SO8:4	Attendance at meetings	0	0
SO8:5	Service Improvement Plan	0	0
SO8:6	Service Delivery Plan	0	0
SO8:7	Monitoring - Sites	0	0
SO8:8	Performance Standard Monitoring	0	0
SO8:9	Reporting - Provision	0	0
SO8:10	Reporting - Correction	0	0
SO8:11	Access to facilities	0	0
SO8:12	Access to records	0	0
SO8:13	Site Diary	0	0
SO8:14	Signage	0	0
SO8:15	Annual Service Report	0	0
SO8:16	EM Accreditation – Existing Facilities	0	0
SO8:17	Maintenance of EM	0	0
SO8:18	Withdrawal of EM	0	0
SO8:19	Inspection of EM Certificates		
Total SO 8		0	0

SECTION 10: Health and Safety

Performance in Month

The Contractor maintains records and best practice in accordance with the Group's Health and Safety policy. This is in addition to the requirements of SO 9.

During January there were no occurrences of any reportable Health and Safety or RIDDOR incidents at any of the facilities.

Table J1

Ref	Performance Topic	No. of Qualifying Events rectified within Rectification Period	
		Current Month	Cumulative Year to Date
SO 9: HEALTH & SAFETY			
SO9:1	Health and Safety systems	0	0
SO9:2	Health & Safety Notification - RIDDOR	0	0
SO9:3	Health & Safety reporting -RIDDOR	0	0
SO9:4	Health & Safety reporting - Public	0	0
SO9:5	RIDDOR compliance	0	0
SO9:6	Site welfare facilities	0	0
SO9:7	Site rules	0	0
Total SO 9		0	0

SECTION 11 : Details of Performance Failures

SQ2.2 - Turnaround Times - Daily						
When incident occurred		Location	Vehicle Registration	Relevant Council	Reason for exclusion	
Date	Time in					Duration
01/01/07	Bank Holiday					
02/01/07	11:22	Longshot Lane	YJ05TCO	Bracknell		
03/01/07	12:11	Longshot Lane	YJ05TCU	Bracknell		
04/01/07	11:55	Longshot Lane	L933SDU	Bracknell		
04/01/07	13:13	Longshot Lane	LK54BBU	Bracknell		
05/01/07	15:07	Longshot Lane	Y913XAG	Bracknell	Vehicle Breakdown	
05/01/07	12:27	Longshot Lane	YJ53UEF	Wokingham		
06/01/07	Half Day					
08/01/07	None recorded					
09/01/07	None recorded					
10/01/07	13:04	Longshot Lane	WX56VBG	Bracknell		
10/01/07	14:15	Longshot Lane	LK54BVC	Bracknell		
11/01/07	None recorded					
12/01/07	None recorded					
13/01/07	Half Day					
15/01/07	10:48	Longshot Lane	YJ05TCO	Bracknell		
16/01/07	13:25	Longshot Lane	YJ53UEC	Wokingham		
16/01/07	10:27	Longshot Lane	YJ53U FK	Wokingham	Vehicle Breakdown	
17/01/07	None recorded					
18/01/07	12:34	Longshot Lane	WX56VBG	Bracknell		
19/01/07	None recorded					
20/01/07	Half Day					
22/01/07	11:24	Longshot Lane	YJ53UEL	Wokingham	Vehicle Breakdown	
23/01/07	None recorded					
24/01/07	12:26	Longshot Lane	VX56VBG	Bracknell		
24/01/07	14:28	Longshot Lane	LK54BCU	Bracknell		
25/01/07	None recorded					
26/01/07	14:25	Longshot Lane	X399DJB	Bracknell		
26/01/07	14:54	Longshot Lane	YR03MRV	Wokingham		
27/01/07	Half Day					
29/01/07	13:56	Longshot Lane	YJ05TCO	Bracknell		
29/01/07	09:11	Longshot Lane	LK54BBU	Bracknell		
29/01/07	12:40	Longshot Lane	YJ53UEL	Wokingham	Vehicle Breakdown	
29/01/07	13:48	Longshot Lane	YJ53UEF	Wokingham		
30/01/07	14:06	Longshot Lane	LK54BBU	Bracknell		
31/01/07	None recorded					