

**TO: JOINT WASTE DISPOSAL BOARD  
12 July 2012**

**HOUSEHOLD WASTE RECYCLING CENTRE ACCESS  
(Report by the Project Director)**

**1. INTRODUCTION**

1.1 The purpose of this report is to propose potential changes to the access arrangements at the re3 Household Waste Recycling Centre's (HWRC's) as requested by Members at the Joint Waste Disposal Board (JWDB) on 22 March 2012.

**2. RECOMMENDATIONS**

**2.1 To note progress made since the last meeting on 22 March 2012.**

**2.2 That Members approve the retention of the current access arrangements at both Longshot Lane and Smallmead HWRC's.**

**2.3 That Members require officers to make the supplementary amendments, described between 3.9 and 3.13, below, to the current access arrangements.**

**2.4 That Members request a further review of access arrangements be undertaken after 12 months as described at 3.14**

**3. SUPPORTING INFORMATION**

**Background**

3.1 One of the options put forward for discussion at the JWDB Meeting on 22<sup>nd</sup> March was the potential for changing the opening hours of the HWRC's. Research, previously presented to the JWDB, showed that:

- Of 122 surveyed sites, opening hours at the re3 facilities are on average 2 hours longer per day.
- 42% of surveyed sites did not open before 9.00am.
- For re3, only 4.46% and 3.10% of patrons, at Longshot Lane and Smallmead respectively, visited the HWRC before 9.00am.
- 45% of surveyed sites close at or before 6.00pm.
- For re3, only 5.91% and 6.43% of patrons, at Longshot Lane and Smallmead respectively, visited the HWRC between 6.00pm and 8.00pm. During the summer months, these hours represent 16.66% of site opening hours.
- At the weekend, visits to the site after 6.00pm are particularly scarce with only 0.03% of visits to Longshot Lane and 0.31% of visits to Smallmead being between 6.00pm and 8.00pm.

3.2 Alongside looking at the opening hours, there is the potential for the re3 councils to address the challenge to local authorities, contained in the Government's Waste Review 2011, to see whether HWRC's might be able to provide recycling services for Small and Medium Enterprises (SME's).

3.3 Finally, officers are keen to ensure that access arrangements at both sites are the same. The physical differences between the two facilities have led the Contractor to adopt slightly different approaches at each site. To ensure operational consistency, there must be equal arrangements for patrons at the re3 sites.

- 3.4 With these objectives in mind, members approved, at the JWDB Meeting on 14<sup>th</sup> December 2011, a recommendation which proposed that they receive a further report detailing potential options for changing the HWRC opening hours, promoting savings and efficiency and utilising the public facilities to greater effect.
- 3.5 Since then, officers have looked further afield at what other councils are doing, engaged with our PFI Contractor in discussions on specific elements of the HWRC and trade waste services and engaged the assistance of Resource Futures, a consultancy with a track record of working in this area.
- 3.6 It has proved to be extremely challenging for those involved to find a solution which addresses the service-focussed perspective of the councils with the PFI Contractor's operational considerations.

### **Proposal**

- 3.7 The current system was developed by the PFI Contractor to address the contractual requirement for a height barrier at both sites and has prevailed throughout a period in which user satisfaction has been very high.
- 3.8 The proposal is therefore that the HWRC's should broadly retain the existing access and trade waste arrangements with a handful of minor supplementary changes.
- 3.9 Firstly, officers feel that the arrangements for 'over height' vehicles should be the same at both sites. This is fair to site users and also ensures that neither site becomes relatively more attractive because its approach to trade abuse, for example, is perceived to be less rigorous.
- 3.10 Secondly, officers feel that new and further consideration should be given to the idea of a Disclaimer Form (previously described in reports to the JWDB as an 'Honesty' Form). Officers feel that this idea could work well alongside the height barriers.
- 3.11 The JWDB has previously written to HWRC staff to thank them for their contribution to the fantastic user satisfaction survey results. The promotion and support of diligence by HWRC staff, who work in challenging circumstances, is a key element in seeking to dissuade and identify any trade waste abuse of the re3 facilities. Officers feel that being able to ask a small number of patrons (who may be bringing in trade waste) to complete a Disclaimer Form, would contribute to efforts to deter this sort of usage. It would also be a welcome development for site staff.
- 3.12 Thirdly, the councils would like the PFI Contractor to review its pricing and service policy for trade customers – and we understand this is going to happen.
- 3.13 The Contractor undertook a small survey of existing users recently. It identified some areas of service in which improvements would be appreciated by customers. Officers feel that helping trade customers to recycle as much as possible is important – if that can be achieved, it could save traders money and make the facility more attractive to SME's and micro-businesses.
- 3.14 Finally, officers feel that the arrangements should be reviewed in 12 months time. This will enable the councils to ensure that the service remains fit for purpose and able to change, should change prove to be appropriate, according to its role in the wider range of services provided by the re3 councils.

## **BACKGROUND PAPERS**

Board Reports 22 March 2012  
JWDB Progress Report 14 December 2011

## **CONTACTS FOR FURTHER INFORMATION**

Mark Moon, Project Director  
0118 974 6308  
[Mark.moon@wokingham.gov.uk](mailto:Mark.moon@wokingham.gov.uk)

Oliver Burt, Project Manager  
0118 939 9990  
[oliver.burt@reading.gov.uk](mailto:oliver.burt@reading.gov.uk)