

**TO: JOINT WASTE DISPOSAL BOARD
20 JUNE 2007**

**PROJECT UPDATE
(Report by the Project Director)**

1. INTRODUCTION

- 1.1 The purpose of this report is to inform the Joint Waste Disposal Board of progress since the last meeting of the Board on 28 March 2007.

2. RECOMMENDATIONS

- 2.1 **To note progress made since the last meeting on 28 March 2007.**
- 2.2 **That the Board agree to receive a further report on Communications at the next JWDB Meeting.**

3. SUPPORTING INFORMATION

Background

- 3.1 The Joint Waste PFI Contract was signed with WRG on 31 October 2006. After a short mobilisation period, the service commenced on 4 December 2006, when WRG took on the management of the two Key Project Facilities in Bracknell and Reading and the Bring Banks within each of the three councils.

Operations

- 3.2 WRG Berkshire Ltd, the company who manage the operational side of the contract, have operated the Civic Amenity Site at Island Road in a satisfactory manner in the period since the last Joint Waste Disposal Board.
- 3.3 Unfortunately, the operation of Longshot Lane Transfer Station and Civic Amenity Site, specifically over the period encompassing Easter weekend and the May Day Bank Holiday, was not satisfactory.
- 3.4 Because of the double Bank Holiday, both parts of the Longshot Lane facility received an increased volume of waste – though not materially different than in previous years. WRG Berkshire Ltd however failed to heed warnings about preparation for the busy Easter period and failed to move waste out of Longshot Lane at an equivalent rate to the deliveries either by council freighters (Transfer Station) or residents (C/A Site).
- 3.5 They also failed, despite a specific warning, to secure the extended opening of the Burghfield Landfill, in Reading, prior to the Bank Holiday Weekend. This added to the waste backlog at Longshot Lane, albeit in a limited way, because waste deposited at Smallmead Civic Amenity Site over Easter was hauled to Longshot Lane rather than to the landfill next door.

- 3.6 The failures over Easter (6th to 9th April) meant that:
- By the time of the May Day Bank Holiday weekend (5th to 7th May), the backlog of waste had still not been cleared from either the Transfer Station or the C/A Site – although it was by that time being reduced.
 - The Longshot Lane Transfer Station was closed to trade waste, by WRG, for the week immediately following Easter in an attempt to slow the pace at which waste was being delivered but this affected local traders.
 - Green waste destined to be composted at Planners Farm had to be diverted to an alternative site. It had decomposed, in the period between being ‘harvested’ by residents and finally being removed from Longshot Lane, beyond the quality threshold at Planners Farm.
- 3.7 It’s important to mention that it’s unlikely that residual waste sat on site for the entire intervening period. The size of backlog was maintained, once it had been allowed to develop, by the inability of WRG to remove waste faster than it was being delivered.
- 3.8 Council Officers feel that one of the principle reasons the problem arose was inadequate staffing and provision for waste haulage at Longshot Lane. A new member of staff has now been appointed at Longshot to assist the Operations Manager and he was instrumental in clearing the backlog. In addition WRG have increased the complement of vehicles hauling waste from Longshot Lane.
- 3.9 Appended to this report is the Monthly Performance Report for April 2007.
- 3.10 Members will see, at Section 4, that WRG failed 147 times to empty bring banks according to the schedule agreed with the councils early in March. As the report says, April is the first full month that the schedules have been agreed across all three Borough’s and already their subcontractors have failed to follow it 200 times in total.
- 3.11 Many of these failures may not have resulted in any inconvenience to residents or even have been noticeable. However, it is an area that the Contract Team and individual council officers are monitoring closely.
- 3.12 WRG have two members of staff dealing directly with bring sites and, whilst the numbers do not yet reveal it, they are working in a positive way to ensure that the factors affecting bring sites (schedule, numbers of banks, repairs) are attended to.

Communications, Education and Waste Minimisation

- 3.13 Officers from each of the councils’ Marketing and Public Relations teams have met to discuss the need for a protocol governing communications between the councils and WRG.
- 3.14 These officers discussed the use of the re3 logo and the way in which we respond to media and public enquiries in an efficient manner. The officers have agreed to meet again and present their proposals to the Contract Management Team.
- 3.15 Members are asked to consider receiving a further report on this issue at the next JWDB Meeting.

- 3.16 WRG have appointed two Education and Waste Minimisation Officers to work with the councils and coordinate the education and waste minimisation work, previously done on an individual basis.
- 3.17 They have met with and developed good relationships in each of the councils. They've carried out promotional work across the entire area during Recycle Now Week (4th to 8th June) and with the councils' Project Manager are helping to develop a promotional tool for each of the councils recycling collections.

Financial

- 3.18 The agreed process for the monthly receipt, checking and payment of invoices has been operating in a timely fashion. Any queries raised have been dealt with promptly. Quarterly reconciliations have also been carried out.

Management Arrangements

- 3.19 Clare Ayling, from Bracknell Forest Borough Council, has recently been appointed to the post of Principle Finance & Administration Officer with effect from 2 July.
- 3.20 The contract makes provision for a Partnership Board Meeting between members of the WRG Board and Council representatives and this is now progressed with a view to enhancing service delivery and improvement.

BACKGROUND PAPERS

Reports to Joint Waste Disposal Board, 10 January 2007

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