

#### **Central Berkshire PFI Contract**

#### Re3

#### Monthly Performance Report

For April 2007

#### **Monthly Performance Report**

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#### **SECTION 1: Executive Summary**

#### **Summary of Performance in Month**

- 1) Turnaround failures A total of 6 vehicles (0 breakdowns) failed to turnaround within the 20-minute tolerance. This represents a slight increase since March.
- 2) Longshot Lane CA site closure This site had to undergo temporary closure on 22<sup>nd</sup> April as a result of the deposit of a lit barbecue becoming a health and safety issue.
- 3) Missed Bring Bank collections 735 default points have been recorded for missed collections. In addition there have been 40 missed collections rectified within the designated timescale.
- 4) Complaints There were no complaints where initial or full responses were not completed within the performance timescale.
- 5) Site Signage New signs to notify users of restricted pedestrian access to the Longshot Lane CA site are on order and have yet to be installed
- 6) There was one instance of a haulier taking an unauthorised route in April.

			g Events rectified ication Period	
Ref	Performance Topic	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	41	47	
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		41	47	

Table A1

#### Table A2

	Performance Topic		Currer	nt Month		Cumulative Year to Date			
Ref.		Number of Defaults		Defeat	Denfermeren	Number of Defaults		Defeat	Derfermennen
		Within tolerance	Outside tolerance	Default Points	Performance Deductions	Within tolerance	Outside tolerance	Default Points	Performance Deductions
SO 1	WASTE MANAGEMENT AND DISPOSAL	0	0	0	0	0	0	0	0
SO 2	WASTE RECEPTION AND TRANSFER	5	2	10	£30	24	45	225	£1,320
SO 3	CIVIC AMENITY AND BRING BANK SITES	0	147	735	£7,350	16	458	1273	£10,000
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	1	5	£40
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	15	4	4	0	30	39	138	0
SO 9	HEALTH & SAFETY	0	0	0	0	0	0	0	0
Total	Total		153	749	£7,380	70	543	1641	£11,360

#### **SECTION 2: Waste Management and Disposal**

#### **Performance in Month**

There were no performance related issues within the Waste Management and Disposal section to be reported in the month.

#### Table B1

Ref	Performance Topic	No. of Qualifying within Rectifi	
		Current Month	Cumulative Year to Date
SO 1: WAST	E 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

#### Table B2

			Current Month				Cumulative Year to Date				
Ref.	Performance Topic	Number of Defaults				Number of Defaults		Defeult			
		Within tolerance	Outside tolerance	Default Points	Performance Deductions	Within tolerance	Outside tolerance	Default Points	Performance Deductions		
SO 1: \	WASTE MANAGEMENT AND DISPOSAL										
SO1:1	Availability of Sites		0	0	0		0	0	0		
SO1:2	Necessary Consents	0	0	0		0	0	0			
SO1:3	Nuisance control		0	0	0		0	0	0		
SO1:4	Emergency opening	0	0	0	0	0	0	0	0		
SO1:5	Maintenance of waste management facilities		0	0			0	0			
Total SO 1		0	0	0	0	0	0	0	0		

#### **SECTION 3: Waste Reception and Transfer**

#### **Performance in Month**

There were 6 instances of council authorised vehicles taking more than 20 minutes from the time they were weighed in, to the time they were weighed out at the weighbridge. There were no instances of vehicle breakdowns during the month.

Overall 0.3% of vehicles failed to turnaround in less than 20 minutes during April. This represents a slight increase compared to March, yet still a marked improvement on early months.

There was one instance of a haulier taking an unauthorised route on the 23<sup>rd</sup> of April.

Ref	Performance Topic	No. of Qualifying Even Rectification	
	Penormance ropic	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 C1

#### Table C2

			Currer	nt Month		Cumulative Year to Date			
Ref.	Performance Topic	Number o	of Defaults	Defeult	Derfermense	Number of		Defeult	Derfermense
		Within tolerance	Outside tolerance	Default Points	Performance Deductions	Within tolerance	Outside tolerance	Default Points	Performance Deductions
SO 2: W	VASTE RECEPTION AND TRANSFER								
SO2:1	Interface with the waste collection services	0	0	0		0	0	0	
SO2:2	Turnaround times	5	1	5	£30	24	44	220	£1,320
SO2:3	Transport routes	0	1	5		0	1	5	
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 SC	02	5	2	10	£30	24	45	225	£1,320

#### **SECTION 4: Civic Amenity and Bring Bank Sites**

#### **Performance in Month**

There was 1 closure of the Longshot Lane CA site on 22<sup>nd</sup> April. This was due to a small fire that was quickly brought under control. The Council was notified in accordance with appendix 2 of schedule 25. This closure was rectified within the designated period.

With April being the first full month during which the new schedule was implemented; some service issues have arisen. Although the number of overflow complaints has dropped substantially, the subcontractors have incurred problems conforming to the new schedule. There were 147 missed collections during April, representing a deduction of 735 points. There were three occasions when bring banks needed to be repaired or replaced, all of which were completed by the end of the next working day.

Ref	Performance Topic	No. of Qualifying Ev Rectificati	
nei	renormance ropic	Current Month	Cumulative Year to Date
SO 3: CIVIC A	MENITY AND BRING BANK SITES		
SO3:1	Availability of HWRC Sites to the public	1	1
SO3:2	Provision of Bring Bank Sites	0	0
SO3:3	Provision of Bring Banks	0	0
SO3:4	Operation of bring bank sites	41	47
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

#### Table D1

Total SO 3	42	48

#### Table D2

		Current Month				Cumulative Year to Date			
Ref.	Performance Topic	Number o	of Defaults	Default	Derfermense	Number of Defaults		Defeult	Derfermense
nei.		Within tolerance	Outside tolerance	Points	Performance Deductions	Within tolerance	Outside tolerance	Default Points	Performance Deductions
SO 3: CI	SO 3: CIVIC AMENITY AND BRING BANK SITES								
SO3:1	Availability of HWRC Sites to the public		0	0	0		0	0	0
SO3:2	Provision of Bring Bank Sites	0	0	0		0	0	0	
SO3:3	Provision of Bring Banks		0	0	0		0	0	0
SO3:4	Operation of bring bank sites	0	147	735	£7,350	1	200	1000	£10,000
SO3:5	Servicing of bring bank sites	0	0	0	0	0	0	0	0
SO3:6	Bring Bank Site appearance	0	0	0	0	0	0	0	0
SO3:7	Monitoring Bring Bank Sites	0	0	0		15	258	273	
SO3:8	Operation of CA sites/HWRC sites	0	0	0		0	0	0	
SO3:9	User satisfaction with CA sites/HWRC sites	0	0	0		0	0	0	
SO3:10	User satisfaction with CA sites/HWRC sites (site improvement programme)	0	0	0		0	0	0	
SO3:11	Non-Contract Waste	0	0	0	0	0	0	0	0
SO3:12	Appearance of HWRC sites	0	0	0		0	0	0	
SO3:13	Escape of waste from CA sites/HWRC sites	0	0	0		0	0	0	
SO3:14	Retail of wholesale trading	0	0	0		0	0	0	
Total SO	3	0	147	735	£7,350	16	458	1273	£10,000

#### **SECTION 5: Markets for Recovered Products**

#### **Performance in Month**

There were no performance issues relating to markets for recovered products to report in the month.

#### Table E1

Ref	Performance Topic	No. of Qualifying Events rectifie within Rectification Period						
	Performance ropic	Current Month	Cumulative Year to Date					
SO 4: MARKETS	SO 4: MARKETS FOR RECOVERED PRODUCTS							
SO4:1	Details of product markets	0	0					
SO4:2	Changes to product market	0	0					
Total SO 4	•	0	0					

#### Table E2

	Performance Topic	Current Month				Cumulative Year to Date			
Ref.		Number of Defaults		Defeult		Number of Defaults		Dofault	
		Within tolerance	Outside tolerance	Default Points	Performance Deductions	Within tolerance	Outside tolerance	Default Points	Performance Deductions
SO 4: 1	MARKETS FOR RECOVERED PRODUCTS								
SO4:1	Details of product markets	0	0	0	0	0	0	0	0
SO4:2	Changes to product market	0	0	0	0	0	0	0	0
Total SO 4		0	0	0	0	0	0	0	0

#### **SECTION 6: Interface with the Public**

#### **Performance in Month**

There were no instances of full or initial responses, to public correspondence, being issued outside the agreed timescale. This shows a good improvement on the March figures.

Table F1
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Ref	Performance Topic		g Events rectified ication Period
nei	Performance ropic	Current Month	Cumulative Year to Date
SO 5: INTERFACE WITH T	HE 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

Table F2

-			Currer	t Month			Cumulative	Year to D	Date
Ref.	Performance Topic	Number o	of Defaults	Defeat	ault Performance	Number of Defaults		Defeat	Deuteuro
nei.		Within tolerance	Outside tolerance	Default Points	Deductions	Within tolerance	Outside tolerance	Default Points	Performance Deductions
SO 5: IN	ITERFACE WITH THE PUBLIC							•	
SO5:1	Stakeholder Liaison Committee	0	0	0		0	0	0	
SO5:2	Availability of publications	0	0	0	0	0	0	0	0
SO5:3	Staff Code of Conduct	0	0	0		0	0	0	
SO5:4	Correspondence procedure	0	0	0	0	0	1	5	£40
SO5:5	Correspondence monitoring	0	0	0	0	0	0	0	0
SO5:6	Stakeholder Plan – update	0	0	0		0	0	0	
SO5:7	Community access	0	0	0		0	0	0	
SO5:8	Visitor centre operation	0	0	0		0	0	0	
SO5:9	Public correspondence records	0	0	0	0	0	0	0	0
SO5:10	Public dispute notification	0	0	0	0	0	0	0	0
Total SO	5	0	0	0	0	0	1	5	£40

#### **SECTION 7: Contingency Plans**

#### **Performance in Month**

The Longshot Lane CA site was closed on the 22<sup>nd</sup> April on health and safety grounds due to a small but contained fire on site. The Councils were informed of this closure in accordance with Appendix 2 of Schedule 25.

#### Table G1

Ref			fying Events rectified ectification Period		
nei	Performance Topic	Current Month	Cumulative Year to Date		
SO 6: CONTING	ENCY PLANS				
SO6:1	Contingency arrangements	0	0		
SO6:2	Notice of Unavailability				
Total SO 6		0	0		

#### Table G2

		Current Month				Cumulative Year to Date			
Ref.	Performance Topic	Number o	of Defaults	Defeult	Deuteuronen	Number o	of Defaults	Defeult	Derfermense
		Within tolerance	Outside tolerance	Default Points	Performance Deductions	Within tolerance	Outside tolerance	Default Points	Performance Deductions
SO 6: 0	CONTINGENCY PLANS								
SO6:1	Contingency arrangements	0	0	0		0	0	0	
SO6:2	Notice of Unavailability	0	0	0	0	0	0	0	0
Total SO	D 6	0	0	0	0	0	0	0	0

#### **SECTION 8: Contract Commencement and Expiry Plans**

#### **Performance in Month**

There were no performance issues to report in the month in respect of contract commencement or expiry plans.

#### Table H1

Ref	Performance Topic		vents rectified within tion Period
		Current Month	Cumulative Year to Date
SO 7: CONTRACT COMME	NCEMENT AND EXPIRY PLANS		
SO7:1	Contract Expiry Plan.	0	0
SO7:3	Expiry Plan compliance	0	0
Total SO 7		0	0

#### Table H2

			Currer	nt Month			Cumulative	e Year to Date	ate
Ref.	Performance Topic	Number o	of Defaults	Defeult	Derfermense	Number o	of Defaults	Defeult	Performance Deductions
		Within tolerance	Outside tolerance	Default Points	Performance Deductions	Within tolerance	Outside tolerance	Default Points	
SO 7: 0	CONTRACT COMMENCEMENT AND EXPIR	Y PLANS							
SO7:1	Contract Expiry Plan.		0	0			0	0	
SO7:3	Expiry Plan compliance		0	0			0	0	
Total SC	7		0	0			0	0	

# **SECTION 9: Service Management**

# Performance in Month

There were no changes to staffing levels during the month.

Adequate site signs informing the public of restricted pedestrian access to the site were not in place during the month and 21 penalty points have been recorded in respect of this default. Improved signs are currently on order.

### Table I1

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

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#### Table I2

			Currer	nt Month			Cumulative	Year to D	late
Ref.	Performance Topic	Number o	of Defaults			Number o	f Defaults		
nei.		Within toleranceOutside tolerancePointsDeductions	Within tolerance	Outside tolerance	Default Points	Performance Deductions			
SO 8: SE	ERVICE MANAGEMENT								
SO8:1	Management arrangements	0	0	0		0	0	0	
SO8:2	Management arrangements (Update SDP)	0	0	0		0	0	0	
SO8.3	Staffing of facilities		0	0	[]		11	110	
SO8:4	Attendance at meetings	0	0	0	0	0	0	0	0
SO8:5	Service Improvement Plan		0	0			0	0	
SO8:6	Service Delivery Plan	0	0	0		0	0	0	
SO8:7	Monitoring - Sites	0	0	0	0	0	0	0	0
SO8:8	Performance Standard Monitoring	0	0	0		0	0	0	
SO8:9	Reporting - Provision	0	0	0		0	0	0	
SO8:10	Reporting - Correction	0	0	0	0	0	0	0	0
SO8:11	Access to facilities		0	0	0		0	0	0
SO8:12	Access to records		0	0			0	0	
SO8:13	Site Diary	0	0	0		0	0	0	
SO8:14	Signage	15	4	4		30	30	30	
SO8:15	Annual Service Report	0	0	0		0	0	0	
SO8:16	EM Accreditation – Existing Facilities	0	0	0		0	0	0	
SO8:17	Maintenance of EM	0	0	0		0	0	0	
SO8:18	Withdrawal of EM	0	0	0		0	0	0	
SO8:19	Inspection of EM Certificates	0	0	0		0	0	0	
Total SO	8	15	4	4	0	30	41	140	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 April there were no occurrences of any reportable Health and Safety or RIDDOR incidents at any of the facilities.

Ref	Performance Topic		vents rectified within ion Period
	renomance ropic	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

#### Table J1

#### Table J2

			Curren	t Month			Cumulative	Year to D	ate
SO 9:HEALTH & SASO9:1Health and SSO9:2Health & SafSO9:3Health & Saf	Performance Topic	Number o	of Defaults	Performance	Number of Defaults		Default	Derfermense	
		Within tolerance	Outside tolerance	Default Points	Deductions	Within tolerance	Outside tolerance	Points	Performance Deductions
SO 9: I	HEALTH & SAFETY				-				
SO9:1	Health and Safety systems		0	0			0	0	
SO9:2	Health & Safety Notification - RIDDOR		0	0			0	0	
SO9:3	Health & Safety reporting -RIDDOR	0	0	0		0	0	0	
SO9:4	Health & Safety reporting - Public	0	0	0	- –	0	0	0	
SO9:5	RIDDOR compliance	0	0	0		0	0	0	
SO9:6	Site welfare facilities	0	0	0		0	0	0	
SO9:7	Site rules	0	0	0		0	0	0	
Total So	D 9	0	0	0	0	0	0	0	0

	SO2:3 - Transport Routes - Monthly	11:55:00 00:28:08 Longshot YJ53 UFA   12:34:00 00:23:37 Longshot YJ53 UEC	11:19:00 00:22:17 Longshot YJ05 TCU	19.04.07   19.04.07     20.04.07   19.04.07     21.04.07   19.04.07     21.04.07   19.04.07     22.04.07   19.04.07     23.04.07   19.04.07     24.04.07   19.04.07     25.04.07   19.04.04     25.04.07   19.04.04     25.04.07   19.04.04     25.04.07   19.04.04     25.04.07   19.04.04     25.04.07   19.04.04     25.04.07   19.04.04     25.04.07   19.04.04     25.04.07   19.04.04     25.04.07   19.04.04     25.04.07   19.04.04     25.04.07   19.04.04     25.04.07   19.04.04     25.04.07   19.04.04     25.04.07   19.04.04     25.04.07   19.04.04     25.04.07   19.04.04     25.04.07   19.04.04	13.04.07   Image: Constraint of the state of the sta	03.04.07     12:50:00     00:25:36     Longshot     WX56 VBG     Bracknell       04.04.07     1     <	Turnaround Times - Daily   cident occurred Location Vehicle Registration   Time in Duration Image: Colspan="3">Colspan="3">Colspan="3">Colspan="3">Colspan="3">Colspan="3">Colspan="3">Colspan="3">Colspan="3">Colspan="3">Colspan="3">Colspan="3">Colspan="3"
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Longshot Lane 22.04.07 17:45hrs 07:30hrs, 23.04.07 it became available Fire Excusing Cause Health & safety grounds

Í						
					1	9
	10	2	19th April	13th April	C&P	Wildridings Shops
	10	N	19th April	13th April	C&P	The Look Out
	10	N	5th April	31st March	C&P	Quelm Park, Larks Hill
	50	10	26th April	6th April	C&P	Larges Lane F.C
	15	ω	6th April	31st March	C&P	Great Hollands Sq Shops
	10	N	19th April	13th April	C&P	Forest Park
	10	N	19th April	13th April	C&P	Crown Row Shops
	85	17	30th April	31st March	Card	Lily Hill Rd Rugby Club
	55	11	27th April	6th April		Larges Lane F.C
	СЛ	_	1 1th April	6th April	Card	Harmanswater shops
50	сл	_	25th April	20th April	Glass	Wyevale Garden Centre
	40	8	27th April	13th April	Glass	The Greyhound Car Park
500	50	10	N/A	13th April	Glass	Reading Rugby Club
	ы	_	13th April	6th April	Glass	Pinewood Leisure Centre
	15	ω	20th April	13th April	Glass	Gorse Ride Community Centre
	20	4	18th April	6th April	Glass	Easthampstead Rd Car Park
	20	4	16th April	6th April	Glass	Denmark Street
	65	13	N/A	6th April	Glass	Council Offices, Wokingham
	15	ω	20th April	13th April	Glass	Bull at barkham
	25	ഗ	24th April	13th April	Glass	Milestone Centre
	25	പ	24th April	13th April	Glass	Academy Sport leisure centre
	01	N	2/th April	23rd April		
	- -	s -				
	ת	<u> </u>	13th Anril	9th Anril	Pame	Tesco Kings Meadow
	15	ω	10th April	31st March	Pams	Co-op Recreation Road
	ъ	L	N/A	26th April		
	10	N	25th April	19th April		
	10	N	18th April	12th April		
50	сл	_	4th April	31st March	Pams	Tesco, Wokingham
50	ъ	-	13th April	6th April	Pams	Swallowfield village hall
	30	6	N/A	19th April		
	20	4	18th April	6th April	Pams	Sainsburys
50	Б	-	25th April	20th April	Pams	Polehampton Car Park
50	Б	4	18th April	13th April		
50	СI	_	4th April	31st March	Pams	Morrisons Woosehill
	15	<u>د</u>	20th April	13th April		
150	15	ω	6th April	31st March	Pams	Focus, Do-it-all
150	15	ω	20th April	13th April	Pams	Dinton Pastures
50	ъ	4	25th April	20th April	Pams	Cockpit Path Car Park
£Performance Deduction	Points §	Failure F	Actual Collection	Scheduled Collection	Bank Type	Site
				Brilly Balik Service Failures	bring bank	903:4
						>>>

## SO8:14 - Signage

Site signage in respect of pedestrian access to the Longshot Lane CA site was assessed to be required at 31 January 2007. New signs should have been installed by Monday 5 February in accordance with the 3 working day rectification period but were still on order at the end of April. Default points have been calculated and applied as follows:

	Number of working days for default	Less: Rectification period	Number of working days in April	
	<u>19</u>	1	19	