

**TO: JOINT WASTE DISPOSAL BOARD
22 JANUARY 2015**

**PROGRESS REPORT
Report of the Project Director**

1 INTRODUCTION

- 1.1 The purpose of this report is to inform the Joint Waste Disposal Board (JWDB) of progress in relation to the shared re3 PFI Contract since its last meeting on 18th September 2014.

2 RECOMMENDATION

- 2.1 **That Members note the contents of this report.**

3 ALTERNATIVE OPTIONS CONSIDERED

- 3.1 Not applicable.

4 REASONS FOR RECOMMENDATION

- 4.1 This report contains no decisions for Members, only information items.

5 BACKGROUND INFORMATION

User Satisfaction Survey

- 5.1 The Annual User Satisfaction Survey was completed shortly after the last JWDB meeting in September. As in previous years the survey was undertaken by independent consultants appointed by the Contractor as part of its contractual obligations.
- 5.2 The survey shows that residents using both the Longshot Lane and Smallmead Household Waste Recycling Centre's (HWRC) remain highly satisfied with the service provided by the councils.
- 5.3 The headline indicator, percentage of users rating the site 'good' or 'very good', was once again high at both sites. Longshot Lane scored 95% and Smallmead 94%.
- 5.4 Users rated the cleanliness of the sites highly too, Longshot Lane scoring 95% and Smallmead 92%. Both results fell slightly (2% and 3% respectively) from the results in 2013. That may be an indirect result of the sites being busier, and the levels are still high when put in context, but officers have stressed the need to maintain standards in this area.
- 5.5 Officers requested some minor changes to the questionnaire for the 2014 survey in order to ensure that the data collected is pertinent. One change was to ask users if they had been approached by staff *before* asking about the helpfulness of staff (to ensure that we were testing actual experiences rather than impressions). While we cannot be sure whether the change in question has affected the data collected, the results show a decline over the year. For Longshot Lane the percentage of users who stated that staff are helpful fell by 8% from 97% in 2013 to 89% in 2014. For Smallmead, the percentage of users who stated that staff are helpful fell by 21% from 99% in 2013 to 78% in 2014.

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- 5.6 As has previously been noted by the JWDB, staff at both HWRCs are valued members of staff who work hard on behalf of the re3 councils. Officers are working with the Contractor to ensure that staff maintain high levels of helpfulness and to see that reflected in the results of subsequent surveys.

Smallmead Entrance Amendments and Visitor Numbers

- 5.7 During 2014 some amendments were made to the access to Smallmead facility (both the public and non-public entrances). The changes were made in order to provide further separation of traffic flows and to aid 'turnaround' conditions for council vehicles. One aspect of the change has been the introduction of an automatic exit barrier for visitors to the HWRC. The barrier is intended safely control the speed of vehicles on exit from the site and entering Island Road. In addition it also counts the number of vehicles driving over the pressure pad (which initiates the lifting of the automatic barrier).
- 5.8 The counter has recorded up to 11,000 vehicles per week during the busier times of the year. That is slightly higher than has previously been assessed.
- 5.9 The Contractor intends to introduce a similar counter at Longshot Lane to provide equivalent data on visitor numbers.

MRF Compressor

- 5.10 As part of the ongoing maintenance and improvement of the facilities, the Contractor has proposed to provide back-up to the existing (Materials Reclamation Facility) MRF compressor at the Smallmead facility.
- 5.11 The proposal will see the introduction of a second compressor and the creation of a specific unit in which to house them.

MRF Code of Practice

- 5.12 As previously reported, the MRF Code of Practice came into force from 1st October 2014. The re3 Project Team and the Contractor have worked to ensure compliance with this new legislation.

Supplier Audits

- 5.13 Throughout the Winter, the Contractor and re3 Project Team have been undertaking a series of audits on those companies (suppliers) who receive material from the re3 facilities. The audits are an important element of the contract as they seek build assurance that re3 material is processed by reputable reprocessors. This in turn helps to underpin communication between the councils and residents.
- 5.14 The process involves considerable input from both Contractor and the, client, re3 Project Team. There are currently 40 suppliers that routinely receive waste material from the councils. At present only one supplier has failed to satisfy the audit criteria and was rejected (and thus are not currently being employed on the contract) by the re3 Project Team.

Sue Ryder

- 5.15 The JWDB has previously received reports on the ongoing partnership between the re3 councils, our PFI Contractor and Sue Ryder (including at the last JWDB on 18th

September 2014).

- 5.16 Sue Ryder is a charity which provides hospice care and support for people with long-term and neurological illnesses and end-of-life needs. They provide support locally through Nettlebed Hospice and Duchess of Kent Hospice.
- 5.17 The partnership with Sue Ryder has enabled the councils to make a significant contribution to the local re-use of items that would otherwise be sent for disposal whilst also helping an important local charity to fund its work.
- 5.18 During the course of 2014, Sue Ryder was able to sell items retrieved from residents visiting the re3 HWRC's with a value of £23,600. That figure represents a modest increase on the amount raised in 2013 (£22,840). As a consequence, the councils and Sue Ryder hope to collaborate on some appropriate communications work which should increase recognition of the partnership and the amount of waste diverted from disposal.
- 5.19 To provide Members with a detailed briefing on the work that Sue Ryder undertakes with the funds raised through the partnership with the re3 councils, the JWDB meeting will receive a short presentation from representatives from Sue Ryder.

6 ADVICE RECEIVED FROM ADMINISTERING AUTHORITY

Head of Legal Services

- 6.1 None for this report.

Chief Accountant

- 6.2 None.

Equalities Impact Assessment

- 6.3 None.

Strategic Risk Management Issues

- 6.4 The proposals seek to

7 CONSULTATION

Principal Groups Consulted

- 7.1 Not applicable.

Method of Consultation

- 7.2 Not applicable.

Representations Received

- 7.3 Not applicable.

Background Papers

Progress Report (18th September 2014)

Unrestricted

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