

### **Central Berkshire PFI Contract**

### Re3

Monthly Performance Report

For September 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 failed to turnaround within the 20-minutes allowed. There were 2 instances of vehicle breakdowns and 2 of under-staffed council vehicles included in those failures. Therefore, 2 vehicles represent 0.13% of all transactions during September. This is an improvement on August's performance.
- 2) Missed Bring Bank collections A total of 9 bring bank collection failures were recorded.
- 3) Complaints There were no complaints where initial or full responses were not completed within the performance timescale. A total of 2 complaints were received throughout the whole month. A further 2 complaints were received directly from the three councils relating to bring bank overflows. Neither of these overflow-complaints related to missed collections.

Table A1

D 4		No. of Qualifying within Rectifi	g Events rectified cation Period
Ref	Ref Performance Topic		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	12	217
SO 4	MARKETS FOR RECOVERED PRODUCTS	0	1
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	1
SO 9	HEALTH & SAFETY	0	0
Total		12	219

			Currer	nt Month			Cumulative	Year to E	ate
Ref.	Performance Topic	Number o	Number of Defaults		Doufoumonas	Number of Defaults		Default	Douformones
Itol.	r errormance ropic	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	0	2	10	£60	25	38	300	£1,330
SO 3	CIVIC AMENITY AND BRING BANK SITES	5	4	20	£200	10	495	2475	£24,750
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	31	12	12	0
SO 9	HEALTH & SAFETY	0	0	0	0	0	0	0	0
Total		5	6	30	£260	66	545	2787	£26,080

### **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 of September.

Table B1

Ref	Performance Topic	No. of Qualifying within Rectifi	Events rectified cation Period
		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

			<b>Current Month</b>			Cumulative Year to Date			ate
Ref.	Performance Topic	Number o	of Defaults	D. C. 11		Number o	f Defaults	D. 6. 11	
Kei.	renormance ropic	Within tolerance	Outside tolerance	Political Deductions		Outside tolerance	Default Points	Performance Deductions	
SO 1: \	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	D 1	0	0	0	0	0	0	0	0

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

### **Performance in Month**

Turnaround failures – A total of 6 vehicles, including 2 breakdowns, failed to turnaround within the 20-minute allowance and a further 2 of those had excusing causes. 2 vehicles represent 0.13% of all transactions during September.

Table C1

Ref	Performance Topic	No. of Qualifying Eve Rectificatio	
Rei	renormance ropic	Current Month	Cumulative Year to Date
SO 2: WASTE I	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

			Currer	t Month		Cumulative Year to Date			
Ref.	Performance Topic	Number o	of Defaults		Number of Defaults		Defeult	Doufoussones	
rtoi.	r criormande ropie	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	0	2	10	£60	25	15	75	£450
SO2:3	Transport routes	0	0	0		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		22	220	£880
SO2:9	Notice of weighbridge being unavailable		0	0			0	0	
Total SC	) 2	0	2	10	£60	25	38	300	£1,330

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

### **Performance in Month**

Missed Bring Bank collections – A total of 9 bring bank collection failures were recorded.

12 missed collections were rectified within the designated period and a total of 132 additional bank lifts took place in September.

Table D1

Ref	Performance Topic	No. of Qualifying Eve Rectification	
Kei	renormance ropic	Current Month	Cumulative Year to Date
SO 3: CIVIC AMI	ENITY AND BRING BANK SITES		
SO3:1	Availability of HWRC Sites to the public	0	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	12	215
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	1
SO3:14	Retail of wholesale trading	0	0
Total SO 3		12	217

			Currer	nt Month			Cumulative	Year to D	ate
Ref.	Performance Topic	Number o	of Defaults	Default	Doufoumonoo	Number o	Number of Defaults  Default	Doufoumousos	
rtoi.	r errormance ropic	Within tolerance	Outside tolerance	Points	Performance Deductions	Within tolerance	Outside tolerance	Points	Performance Deductions
SO 3: CI	VIC 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	5	4	20	£200	5	495	2475	£24,750
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		5	0	0	
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	5	4	20	£200	10	495	2475	£24,750

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

### **Performance in Month**

There were no performance related issues within the Markets for Recovered Products section to be reported in the month of September.

Table E1

Ref	Performance Topic		g Events rectified ication Period
Rei	Performance Topic	Current Month	Cumulative Year to Date
SO 4: MARKETS	FOR RECOVERED PRODUCTS		
SO4:1	Details of product markets	0	0
SO4:2	Changes to product market	0	1
Total SO 4		0	1

Table E2

			Currer	t Month			Cumulative	Year to E	ate
Ref.	Performance Topic	Number o	of Defaults	Defects	Danifarma	Number o	f Defaults	Defects	Performance Deductions
IXCI.	Dollar Fortonia		Performance Deductions	Within tolerance	Outside tolerance	Points			
SO 4: N	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	O 4	0	0	0	0	0	0	0	0

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

### **Performance in Month**

2 complaints were received in the month of September, not including bring bank overflow complaints.

There were no instances of full or initial responses, to receipt of public correspondence, being issued outside the agreed timescales.

Table F1

Pof	- Pouformouse Touis		g Events rectified ication Period
Ref	Performance Topic	Current Month	Cumulative Year to Date
SO 5: INTERFACE WITH TH	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 E	ate
Ref.	Performance Topic	Number o	f Defaults	Default	Doufoussous	Number o	f Defaults	Defeult	Doufousson
itei.	r enormance ropic	Within tolerance	Outside tolerance	Default Points	Performance 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	0	0	0
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	0	0	0

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

### **Performance in Month**

There were no performance related issues within the Contingency Plans section to be reported in the month of September.

Table G1

Ref	Performance Topic	No. of Qualifying within Rectific	
Kei	Performance Topic	Current Month	Cumulative Year to Date
SO 6: CONTINGE	ENCY PLANS		
SO6:1	Contingency arrangements	0	0
SO6:2	Notice of Unavailability		
Total SO 6		0	0

Table G2

			Currer	t Month			Cumulative	Year to E	ate
Ref.	Performance Topic	Number of Defaults  Defa					f Defaults	Defection	D. of constant
rtei.	r chomance ropic	Defa Defa		Default Points	Performance Deductions	Within tolerance	Outside tolerance	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	O 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 of September in respect of Contract Commencement or Expiry Plans.

Table H1

Ref	Performance Topic		vents rectified within tion Period
NGI	renormance ropic	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	t Month			Cumulative	Year to D	ate
Ref.	Performance Tonic	formance Topic  Number of Defa		Defeult	Doufoussousse	Number o	f Defaults	Defeult	Danfarmana
itel.	r errormance ropic	erformance Topic  Within tolerance tolerance		Default Points	Performance Deductions	Within tolerance	Outside tolerance	Points	Performance Deductions
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 So	07		0	0			0	0	

## **SECTION 9: Service Management**

### Performance in Month

There were no performance issues to report in the month of September in respect of Service Management.

Table I1

1	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
1	0	Staffing of facilities	SO8.3
		Management arrangements (Update SDP)	SO8:2
		Management arrangements	SO8:1
		SO 8: SERVICE MANAGEMENT	SO 8: SERVICE
cation Period Cumulative Year to Date	within Rectific Current Month	Performance Topic	Ref
Events rectified	No. of Qualifying Events rectified		

Table I2

			Currer	t Month			Cumulative	Year to E	ate
Ref.	Performance Topic	Number o	f Defaults	D. C. 11	B. 6.	Number o	f Defaults	D. C. 11	B. 6
Nei.	renormance ropic	Within tolerance	Outside tolerance	Default Points	Performance Deductions	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			0	0	
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		1	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	0	0	0		30	12	12	_
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 SC	0.8	0	0	0	0	31	12	12	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 September there were no occurrences of any RIDDOR incidents at any of the facilities.

Table J1

Ref	Performance Topic	No. of Qualifying Ev	
Kei	renormance 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 J2

			Curren	t Month			Cumulative	Year to D	ate
Ref.	Performance Topic	Number o	f Defaults	Default	Performance	Number o	f Defaults	Default	Performance
rton.	r emember repre	Within tolerance	Outside tolerance	Points	Deductions	Within tolerance	Outside tolerance	Points	Deductions
SO 9: F	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 S0	O 9	0	0	0	0	0	0	0	0

# **SECTION 11: Details of Performance Failures**

30.09.07	29.09.07	28.09.07	27.09.07	26.09.07	25.09.07	24.09.07	23.09.07	22.09.07	21.09.07	20.09.07	19.09.07	18.09.07	17.09.07	16.09.07	15.09.07	14.09.07	13.09.07	12.09.07	11.09.07	10.09.07	09.09.07	08.09.07	07.09.07	06.09.07	05.09.07	04.09.07	03.09.07	02.09.07	01.09.07	Date	When incid	SO2:2 - Tui
I		09:31:58											15:32:58			07:59:00				15:30:45			12:38:01	10:13:52						Time in	When incident occurred	SO2:2 - Turnaround Times - Daily
I		02:09:00											00:24:03			00:21:19				01:01:43			00:36:01	00:28:02						Duration		es - Daily
		Longshot Lane											Longshot Lane			Longshot Lane				Longshot Lane			Longshot Lane	Longshot Lane							Location	
I		MJ07 UNM											LK06 CZO			WG07 JXN				YJ51 MVM			WX05GFA	WX05GFA							Vehicle Registration	
I		Bracknell											Bracknell			Bracknell				Bracknell			Wokingham	Wokingham							Relevant Council	
		Vehicle breakdown																		Vehicle breakdown			Under-staffed vehicle	Under-staffed vehicle							Vehicle Registration Relevant Council Reason for exclusion	

SO3:4	Bring Bank S	Bring Bank Service Failures			
Site	Bank Type	June Frequency	Collections	Missed Collection	Failure
Jocks Lane Community Centre Card	Card	Twice Weekly	12th, 17th, 21st, 24th, 28th	7th	2
Whitley Wood Rec Centre	PAMS	Fortnightly	18th,25th	14th	1
Dinton Pastures	PAMS	3 Weekly	26th	21st	2
Swallowfield Village Hall	PAMS	Fortnightly	5th,26th	21st	2
Tesco, Wokingham	PAMS	Weekly	5th,19th,26th	14th	2
				TOTAL	9