



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

Ref	Performance Topic	No. of Qualifying Events rectified within Rectification Period	
		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	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

Table A2

Ref.	Performance Topic	Current Month				Cumulative Year to Date			
		Number of Defaults		Default Points	Performance Deductions	Number of Defaults		Default Points	Performance Deductions
		Within tolerance	Outside tolerance			Within tolerance	Outside tolerance		
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 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 Events rectified within Rectification Period	
		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 C2

Ref.	Performance Topic	Current Month				Cumulative Year to Date			
		Number of Defaults		Default Points	Performance Deductions	Number of Defaults		Default Points	Performance Deductions
		Within tolerance	Outside tolerance			Within tolerance	Outside tolerance		
SO 2: WASTE 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 SO 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 Events rectified within Rectification Period	
		Current Month	Cumulative Year to Date
SO 3: CIVIC AMENITY 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

Table D2

Ref.	Performance Topic	Current Month				Cumulative Year to Date			
		Number of Defaults		Default Points	Performance Deductions	Number of Defaults		Default Points	Performance Deductions
		Within tolerance	Outside tolerance			Within tolerance	Outside tolerance		
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	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 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

Ref	Performance Topic	No. of Qualifying Events rectified within Rectification Period	
		Current Month	Cumulative Year to Date
SO 5: INTERFACE WITH THE 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

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	No. of Qualifying Events rectified within Rectification Period	
		Current Month	Cumulative Year to Date
SO 7: CONTRACT COMMENCEMENT AND EXPIRY PLANS			
SO7:1	Contract Expiry Plan.	0	0
SO7:3	Expiry Plan compliance	0	0
Total SO 7		0	0

Table H2

Ref.	Performance Topic	Current Month				Cumulative Year to Date			
		Number of Defaults		Default Points	Performance Deductions	Number of Defaults		Default Points	Performance Deductions
		Within tolerance	Outside tolerance			Within tolerance	Outside tolerance		
SO 7: CONTRACT COMMENCEMENT AND EXPIRY PLANS									
SO7:1	Contract Expiry Plan.		0	0		0	0		
SO7:3	Expiry Plan compliance		0	0		0	0		
Total SO 7			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 II

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

Table I2

Ref.	Performance Topic	Current Month				Cumulative Year to Date			
		Number of Defaults		Default Points	Performance Deductions	Number of Defaults		Default Points	Performance Deductions
		Within tolerance	Outside tolerance			Within tolerance	Outside tolerance		
SO 8: SERVICE 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 SO 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 Events rectified within Rectification Period	
		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

SECTION 11: Details of Performance Failures

SO2:2 - Turnaround Times - Daily						
When incident occurred		Location	Vehicle Registration	Relevant Council	Reason for exclusion	
Date	Time in	Duration				
01.09.07						
02.09.07						
03.09.07						
04.09.07						
05.09.07						
06.09.07	10:13:52	00:28:02	Longshot Lane	WX05GFA	Wokingham	Under-staffed vehicle
07.09.07	12:38:01	00:36:01	Longshot Lane	WY05GFA	Wokingham	Under-staffed vehicle
08.09.07						
09.09.07						
10.09.07	15:30:45	01:01:43	Longshot Lane	YJ51 MVM	Bracknell	Vehicle breakdown
11.09.07						
12.09.07						
13.09.07						
14.09.07	07:59:00	00:21:19	Longshot Lane	WG07 JXN	Bracknell	
15.09.07						
16.09.07						
17.09.07	15:32:58	00:24:03	Longshot Lane	LK06 CZO	Bracknell	
18.09.07						
19.09.07						
20.09.07						
21.09.07						
22.09.07						
23.09.07						
24.09.07						
25.09.07						
26.09.07						
27.09.07						
28.09.07	09:31:58	02:09:00	Longshot Lane	MJ07 UNM	Bracknell	Vehicle breakdown
29.09.07						
30.09.07						

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