

## JOINT WASTE DISPOSAL BOARD

### NOTICE OF MEETING

THURSDAY 9 JULY 2020

**TO: ALL MEMBERS OF THE JOINT WASTE DISPOSAL BOARD**

You are invited to attend a meeting of the Joint Waste Disposal Board on **Thursday 9 July 2020 at 9.30 am**, Online Only. An agenda for the meeting is set out overleaf.

Oliver Burt  
re3 Strategic Waste Manager  
and Project Director

#### Members of the Joint Waste Disposal Board

Councillor Mrs Dorothy Hayes MBE, Bracknell Forest Council  
Councillor John Harrison, Bracknell Forest Council  
Councillor Adele Barnett-Ward, Reading Borough Council  
Councillor Tony Page, Reading Borough Council  
Councillor John Halsall, Wokingham Borough Council  
Councillor Parry Batth, Wokingham Borough Council

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If you require further information, please contact: Hannah Stevenson  
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**JOINT WASTE DISPOSAL BOARD**  
**Thursday 9 July 2020 (9.30 am)**  
**Online Only.**

**AGENDA**

**Page No**

**1. APOLOGIES FOR ABSENCE**

**2. ELECTION OF CHAIRMAN**

**3. NOMINATION OF VICE-CHAIRMAN**

**4. DECLARATIONS OF INTEREST**

Members are asked to declare any disclosable pecuniary or affected interests in respect of any matter to be considered at this meeting.

Any Member with a Disclosable Pecuniary Interest in a matter should withdraw from the meeting when the matter is under consideration and should notify the Democratic Services Officer in attendance that they are withdrawing as they have such an interest. If the Disclosable Pecuniary Interest is not entered on the register of Members interests the Monitoring Officer must be notified of the interest within 28 days.

Any Member with an affected Interest in a matter must disclose the interest to the meeting. There is no requirement to withdraw from the meeting when the interest is only an affected interest, but the Monitoring Officer should be notified of the interest, if not previously notified of it, within 28 days of the meeting.

**5. MINUTES OF THE MEETING OF THE JOINT WASTE DISPOSAL BOARD - 23 JANUARY 2020**

5 - 10

To approve as a correct record the minutes of the Joint Waste Disposal Board held on 23 January 2020.

**6. URGENT ITEMS OF BUSINESS**

To notify the Board of any items authorised by the Chairman on the grounds of urgency.

**7. PROGRESS REPORT**

11 - 24

To brief the re3 Joint Waste Disposal Board on progress in the delivery of the re3 Joint Waste PFI Contract.

**8. EXCLUSION OF PUBLIC AND PRESS**

To consider the following motion:

That pursuant to Regulation 21 of the Local Authorities (Executive Arrangements) (Access to Information) Regulations 2000 and having regard to the public interest, members of the public and press be excluded from the meeting for the consideration of items 9 & 10 which involves the likely disclosure of exempt information under the following category of Schedule 12A of the Local Government Act 1972:

(3) Information relating to the financial or business affairs of any particular person.

9. **RE3 STRATEGY PRESENTATION** 25 - 36

10. **FINANCIAL MANAGEMENT REPORT** 37 - 44

To brief Members of the re3 Joint Waste Disposal Board on the Partnership's current financial position.

11. **DATE OF THE NEXT BOARD MEETING**

The date of the next Joint Waste Disposal Board is the 8 October 2020.

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**JOINT WASTE DISPOSAL BOARD**  
**23 JANUARY 2020**  
**(9.30 - 11.15 am)**

Present: Bracknell Forest Borough Council  
Councillor Mrs Dorothy Hayes MBE  
Councillor John Harrison

Reading Borough Council  
Councillor Sophia James  
Councillor Tony Page

Wokingham District Council  
Councillor John Halsall  
Councillor Parry Batth

Officers

Pete Baveystock, Wokingham Borough Council  
Grace Bradbrook, re3  
Monika Bulmer, re3  
Oliver Burt, re3  
Andy Edwards, Reading Borough Council  
Kevin Gibbs, Bracknell Forest Council  
Sarah Innes, re3  
Damian James, Bracknell Forest Council  
Gareth Jones, Bracknell Forest Council  
Clare Lawrence, Wokingham Borough Council  
Claire Pike, Bracknell Forest Council

18. **Declarations of Interest**

There were no declarations of interest.

19. **Minutes of the Meeting of the Joint Waste Disposal Board**

**RESOLVED** that the minutes of the meeting of the Joint Waste Disposal Board held on the 17 October 2019, be approved as a correct record and signed by the Chairman.

Arising on the minutes it was noted that no decision had been made yet regarding the Lakeside Energy from Waste Site.

Since the last meeting, and as agreed by the Board, the arrangement with Green Machine had ended. There was lots of paint left within the unit and agreements had been made for the paint to be removed.

20. **Urgent Items of Business**

There were no urgent items of business.

21. **Progress Report**

The Board considered a report on progress in the delivery of the re3 Joint Waste PFI Contract. The report covered:

- Re3 Strategy 2018-2020
- Trade Waste at the Household Waste Recycling Centres (HWRCs)
- Reuse Shop
- Paint Reuse
- Barriers at Longshot Lane
- Expiry Dates for Commercial and Commercial Type Vehicle Permits
- Joint Policy on Contamination of Kerbside Collected MDR
- Communications

The Board was presented with updated information on the rate of recycling. Food waste collection in Wokingham had a big impact in increasing Wokingham's kerbside recycling rate. Wood recycling had also added to the overall rate in all three boroughs.

In line with the seven-month trial, acceptance of trade waste from registered traders commenced on Monday 4<sup>th</sup> November 2019. So far take up had not been as high as expected. Additional waste types were being looked at to be included in the charging structure. The service would be advertised to local businesses and on social media. Officers would present further results from the trial at the meeting of the Joint Waste Disposal Board in April, with a recommendation regarding the continuation of the service.

Officers had been exploring the potential for reuse and retail opportunities on, or proximate to, the two Household Waste Recycling Centre (HWRC) sites. Officers had concluded that there was not enough space for a shop within the boundaries of the Longshot Lane Recycling Centre and had contacted the Property Services team at Bracknell Forest Council with regards to vacant units on the Longshot Lane industrial estate. They were advised the terms of the standard Lease would not permit the activities proposed for a retail outlet. Damian James would speak to the Property Services team regarding the specifics of the lease.

Officers were still working with the contractor regarding the proposal for paint reuse, the details of the proposal had been shared with the Environment Agency. It was hoped that the scheme would be operational by the end of February 2020.

Due to an incident at Longshot Lane in August 2019, barriers had been put in place to segregate cars from pedestrians. The metal barriers were set at 1.1m in height, which is the minimum legal requirement and same height as the walls over which residents deposit their general waste. Site staff were available to help with lifting bags if assistance was required.

In order to monitor permit usage for Commercial and Commercial Type Vehicle's the Permits would expire at the end of each contract year and also be unrecognised by the system. This would allow for permit usage to be managed more effectively. Officers proposed that the new system would be implemented from 1 April 2020. A six-month grace period was proposed, during which residents with a windscreen sticker could hand-in their stickers for access (in the absence of any qualifying forms of ID) to the HWRC. The Board requested that the changes in the permits be communicated to all users.

Sarah Innes, has been working with colleagues from the three Councils to draft a joint contamination policy which would set out a phased approach for helping to reduce contamination in recycling. Match funding and support had been secured from WRAP who had indicated that they could fund the implementation of the policy in trial

areas. The contamination policy would be implemented from the 23 March 2020 in trial areas across re3, during this stage crews will assess and leave any contaminated containers unemptied until the resident removed the contamination. A Recycling Quality Officer will be employed to monitor the tagging of contaminated containers, if containers were contaminated more than once, then the officer would speak to the resident. The contamination tags will be in the form of a sticker for Wokingham and a bin hanger at Reading and Bracknell.

The "Plastic Recycling Wheel" had been created for residents as a handy tool to help check what they could do with different types of plastic packaging or items. The wheels had been sent to approx. 16,000 householders living in Warfield, Tilehurst and Woodley. The wheel was also available in the Council offices, public libraries, community hubs and displayed at the Recycling Centres and promoted via re3 and Councils social media channels. Feedback had been very positive, with West Berkshire asking about the wheel. The Chair stated that she would like a large one to be made out of reused materials that could be taken to schools and events.

At the JWDB meeting in October 2019, Members had agreed that windscreen permits would no longer be accepted as proof of residency at the re3 Recycling Centres from 1 February 2020. Officers were confident that residents were aware of the changes as there had been coverage by the press, high engagement on Social Media, signage at the sites, and information on the council's websites. There had been mixed feedback ahead of the change with people concerned that there could be queues caused by the checks. Wokingham had received a couple of complaints regarding data protection and queuing.

The re3 Project Team had commissioned videos about what happens to collected recycling and food waste. Members of the re3 Board and officers had featured in the videos that provide insights into the recycling process from the moment of collection through sorting, baling and sending to the recycling companies. The videos would be made available to interested community groups and schools as educational tools and would be available on the website to share. The Chair would propose that Bracknell Forest members go on a tour of the reading facilities.

**RESOLVED** that:

- i. Members note the contents of this report.
- ii. Members request a report on the outcomes of the trade waste trial at the re3 recycling centres be presented at the meeting of the JWDB in April 2020.
- iii. Members approve the usage of commercial and commercial-type vehicle permits to be monitored from the start of each contract year, commencing 1<sup>st</sup> April 2020.
- iv. Members request a report on the outcomes of the contamination project with WRAP be presented at the meeting of the JWDB in October 2020.
- v. Members approve a supplementary condition to changes to the residency checks.

**22. Exclusion of Public and Press**

That pursuant to Regulation 21 of the Local Authorities (Executive Arrangements) (Access to Information) Regulations 2000 and having regard to the public interest, members of the public and press be excluded from the meeting for the consideration

of item 13 which involves the likely disclosure of exempt information under the following category of Schedule 12A of the Local Government Act 1972:

- (3) Information relating to the financial or business affairs of any particular person.

### 23. **Financial Report**

The Board received a report briefing them on the Partnership's current financial position and to provide an update on the projects, relating to financial outcomes, which were occurring within the next 6 months.

The report also asked the Board to confirm the second draft budget.

The Board discussed the issues surrounding contamination within the kerbside recycling. The main cause for concern was wet fibre (paper and cardboard). The market for recyclable materials has become more challenging over the past year. This was enabling the processors to be more discerning than they previously had been in relation to fibre.

This had resulted in the mixed recycling from Reading and Bracknell being tipped separately from Wokingham, due to the open recycling boxes that Wokingham used.

Wokingham Borough Council were looking to address their recycling bin issue in the summer period, lots of work was being undertaken behind the scenes with a number of solutions currently on the table. Each solution had different issues and a full options appraisals would be undertaken, trials would also take place before a consultation was held with residents.

With the approval of the Board, Bracknell Forest's Audit team would be reviewing a scheme under which items are identified for sale to Members of the Contractor's staff. The Board recognised that the scheme was a small perk in what is a challenging job, but that the system must be validated. The Audit Team's findings would be brought back to the Board.

#### **RESOLVED** that

- i. Members noted the Partnership's financial position for the year to date.
- ii. Members noted the contents of this report.

### 24. **Date of the Next Board Meeting**

The Group was reminded that its next meeting would be held at 9.30am on 23 April 2020 at Smallmead Recycling Centre.

It was agreed that the meeting scheduled for the 2 July 2020, would be moved to the 9 July 2020 as it clashed with the LGA conference.

### 25. **AOB**

Oliver Burt, re3 Strategic Waste Manager reported that the effectiveness of bottle bank collections over the Christmas period had been much better than the previous year. Careful scheduling had been undertaken with the contractor in the run up to Christmas, and an emergency response vehicle was used to respond quickly where bottle-bank overflows were identified.. A 'wash up' session would be held to ensure

that good practice is retained for future years and to see what further improvements could be made.

The subject of glass collections was added to the agenda following the receipt of a Council Question by Reading Borough Council, and because it forms part of the shared service.

The re3 Board discussed the expectation, in Government's Resources and Waste Strategy, that all councils will collect glass in due course. The Board noted that the re3 Strategy identifies the for glass collection and also the potential high cost of collections. The Board noted that clear glass had a higher value at <£20 per tonne and mixed glasses value was <£12 per tonne.

The Board asked the re3 Strategic Waste Manager to convene officers from each council to assess the impacts from a glass collection in the re3 area. It was agreed that the introduction of food waste collections in Bracknell and Reading should take priority and that this issue would not be reconsidered by the Board until after food collections were operational.

**CHAIRMAN**

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**TO: JOINT WASTE DISPOSAL BOARD**  
**9<sup>th</sup> July 2020**

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## **PROGRESS REPORT**

### **Report of the re3 Project Director**

#### **1 INTRODUCTION**

- 1.1 The purpose of this report is to brief the re3 Joint Waste Disposal Board on progress in the delivery of the re3 Joint Waste PFI Contract.

#### **2 RECOMMENDATION**

- 2.1 **That Members note the contents of this report.**
- 2.2 **That Members endorse the retention of the booking system for the remainder of 2020, as described at 5.30.**
- 2.3 **That Members agree to review access to the HWRCs at each subsequent JWDB meeting, and until the end of social distancing, as described at 5.32.**

#### **3 ALTERNATIVE OPTIONS CONSIDERED**

- 3.1 None for this report.

#### **4 REASONS FOR RECOMMENDATION**

- 4.1 The purpose of this report is to brief Members in relation to progress in delivery of the re3 Joint Waste PFI Contract.

#### **5 PROGRESS IN RELATION TO WASTE MANAGEMENT**

##### **Covid-19 Global Pandemic and re3 Services**

- 5.1 The re3 area has a combined population of c460,000 residents. Their waste is managed through two busy facilities, either by council collections or visits to the two Household Waste Recycling Centre (HWRC).
- 5.2 Staff at the re3 facilities have continued to receive, sort and process waste from the three councils, throughout the period of the virus pandemic. Indeed, waste services in general, including collection and across the re3 area, have thus far been largely unaffected – only a short period of suspension of green waste collections in Bracknell Forest and Reading aside. This compares well, nationally, as is shown in national statistics for the first four weeks of lockdown, and included at Appendix 1.
- 5.3 It is appropriate to recognise the diligence of the Contractor, FCC, alongside the respective council teams involved in waste collection and management, throughout the period. All re3 facilities have remained available for service throughout, despite <20% staff absence, through self-isolation and shielding.
- 5.4 As has been previously reported, visitors to the Longshot Lane site on March 23<sup>rd</sup> (the date upon which the Prime Minister announced the UK lockdown) numbered over 1500. For a ten-hour day, that is equivalent to a new visitor every 24 seconds. Those conditions are not abnormal, for either site, during the spring and summer.

- 5.5 To ensure that the facilities could operate safely and efficiently, in support of public health, the re3 partnership set itself several objectives for the resumption of the HWRC service, during the period of the virus pandemic, and lockdown measures. They are:
- That the protection of public health (as it relates directly to the Covid-19 virus) is the objective, and guiding principle, to which all measures [relating to the operation of HWRCs during the virus pandemic] are directed.
  - That elements of social distancing will remain in place for a significant amount of time (either in its form as at the date of this proposal or some other form, according to Government guidance).
  - That the re3 councils will work as partners and in a manner which is supportive of the wider waste management service, including in relation to communication and messaging.
  - The respective councils will fully support the measures that are ultimately agreed (either those contained herein, or as amended).
- 5.6 Those objectives were central to the prior planning and operational delivery of the Services, following their reopening on 18<sup>th</sup> May 2020.
- 5.7 This report will provide a brief review of the resumption and look ahead to service delivery over coming months.

### **Booking System**

- 5.8 The council booking system was opened at 10am on Friday 15<sup>th</sup> May. It was quickly overwhelmed with demand and was taken off-line in the afternoon. It was turned-on again later the same day.
- 5.9 Officers worked continuously over the weekend to support the system, which was operable but still being overwhelmed. Full numbers of bookings were taken for the first three days (18<sup>th</sup> to 20<sup>th</sup> May). However, considerable frustration was apparent because the system was not able to cope with demand.
- 5.10 In parallel with those early difficulties, officers prepared to migrate bookings to a new system, that they had already identified for a parallel purpose. This system was commissioned and went 'live' at just after 8.30am on Thursday 21<sup>st</sup> May.
- 5.11 The new system immediately coped with the continuing high demand and bookings have continued to be taken since.
- 5.12 The current system is robust and functional but some limitations are apparent. These include:
- The ease with which residents can identify the days upon which advance bookings can be made (colour coding).
  - Limitations for residents whose vision is impaired.
  - Levels of control with which bookings can be cancelled and reconciled with real-time records on site.

- Some inconsistencies in the receipt of booking confirmations by residents – prompting residents to seek confirmation by calling the councils.
- Absence of postcode look-up function.

### **Site Operation**

- 5.13 The sites reopened at a level of 23 vehicles each half-hour (total 460 per day). As soon as it became clear that numbers of bookings per hour have gradually been increased, to balance demand with safe operation – both for residents and staff. At time of writing, the number of available bookings per day is 637 per site, which is approximately 60% of usual levels of patronage. Opening hours of the sites have also been extended, by an hour, to 7pm.
- 5.14 From the resumption of the service, on 18<sup>th</sup> May 2020, safety has been the principal concern.
- 5.15 Both sites opened in full, accepting all waste types from residents and allowing the safe purchase of re3grow compost. This is in contrast to some sites, elsewhere in the country, that have preferred to offer a very limited range of services.
- 5.16 Both re3 sites used additional, floor markings and utilised barriers to assist visitors in social distancing. Those steps also helped with the interaction between pedestrians and vehicles.
- 5.17 The willingness of residents to adapt to the conditions put in place is apparent. Examples include:
- Residents have appeared happy to maintain social distancing on-site, often waiting at a short distance for a specific area of the site to become available.
  - Many residents have fully loaded their vehicles, to take advantage of their visit. This has most likely helped to moderate number of journeys, compared to pre-lockdown conditions.
  - While the earlier booking system had to be replaced, the concept of booking appears to be generally accepted and indeed is associated with the enhanced conditions on-site and ease of access.
  - After a period of intense demand, following the closure of the sites, availability of bookings seems to be appropriate now.

### **Off-site, Highways, arrangements**

- 5.18 Elsewhere in the region, long queues and, in some cases, public order issues have been experienced, following the reopening of HWRCs. Via the combined measures put in place by the re3 partnership, those issues have not been experienced at Longshot Lane or Smallmead.
- 5.19 Neighbouring businesses (including Royal Mail, traders on Longshot Lane Trading Estate, DHL and Thames Water) have mentioned no adverse issues. Additionally, other council services have been able to access the sites without delay, not least the respective refuse and recycling collection services.
- 5.20 Officers are preparing for the removal of off-site Highways support (indeed at the date of the meeting the measures will have been removed). This is based on the need to control costs and to establish procedures for access which are sustainable

whilst social distancing conditions remain (in whichever form they take). This process will be undertaken, as throughout, to ensure moderation of queuing and the preservation, as much as possible, of the aspects of the service that have been appreciated by visitors and neighbours.

- 5.21 Accordingly, and remaining within the scope agreed at the resumption of the service, officers have begun to profile the availability of bookings through the day and week. This involves reducing available bookings slightly during periods when a particular site, and/or surrounding roads, are busiest but making-up those reductions in other periods.
- 5.22 The weekend is a period in which increased numbers can be accommodated, particularly on a Sunday. This is achievable because the other integrated facilities (such as the transfer stations, where council refuse is received) are not operational on Saturday afternoon and Sunday. Making use of on-site queuing measures, such as those required in the Planning Permission for Longshot Lane, mean that the impact on surrounding roads can be moderated even over busier weekend periods.
- 5.23 By profiling available bookings, officers intend to maximise access to the HWRCs, to operate efficient reception of council waste collection and also to minimise the impact of the sites on neighbouring businesses.

#### **Ongoing Operation of the site as Covid-19 Measures Evolve**

- 5.24 On 28<sup>th</sup> June, Simon Clarke MP, Minister for Regional Growth and Local Government, and Rebecca Pow MP, Minister for Environment, wrote to councils across England on the subject of 'Public access to tips and toilets'.
- 5.25 The letter encouraged local authorities to ensure that they were not applying '*unnecessarily tight restrictions*' on access for residents at Recycling Centres. Officers are confident that the conditions applied within the re3 area allow for both reasonable access, to support the needs of residents, and safe access, to moderate the risk of virus transmission at what could otherwise be busy sites.
- 5.26 With effect from 4<sup>th</sup> July, the advice on social distancing is set to change. The UK Government has announced that, for England, a '1 metre plus' approach will be adopted. That means that where it is possible to observe the original 2 metre rule (recognising scientific advice that 2-metre distance remains safer) individuals should observe it. Where that is not possible, *1 metre plus* (with 1 metre being the absolute minimum) should be observed alongside other measures such as face coverings or individuals avoiding face to face exchanges.
- 5.27 The situation at the HWRCs allows for 2 metres to be observed. A one metre plus rule won't make significant difference at re3 sites (in contrast to how it would make a difference at pubs and cinemas etc).
- 5.28 As described elsewhere in this report, the approach of the councils to increase numbers of visitors as soon as operational experience indicated that safety would allow it, has meant that the re3 sites are already receiving more visits than many other HWRCs.
- 5.29 Officers will refresh signage at the HWRCs to reflect official guidance – both to make it clear that re3 is complying and also to support general public messaging.
- 5.30 To provide residents and other site users with certainty, officers are proposing that a booking system for the HWRCs is confirmed for the remainder of the calendar year.

That would support the following outcomes:

- Continued profiling of bookings during each week to maximise safe numbers of visits.
- Supporting making changes to the current booking system to address aforementioned limitations.
- Clarity in communication for site visitors.
- Certainty for the other council services who use the two sites.
- Support for businesses proximate to the two sites.

5.31 If all forms of social-distancing are abandoned before the end of the year, then the retention of the booking system would instead be reviewed at the first opportunity.

5.32 To support the above proposal, Members are recommended to request a review of HWRC operation at each subsequent Joint Waste Disposal Board meeting. Accordingly, the first such review would be presented, for consideration by Members, at the September re3 Board meeting.

**re3 Waste Statistics**

5.33 At each of the meetings of the Joint Waste Disposal Board in 2019/20, Officers have presented performance against key targets and indicators from the re3 Strategy 2018-20. The principal themes of this strategy were to: (i) reduce the net cost of waste, and (ii) recycle 50%.

5.34 Whilst a new strategy is being developed, the equivalent data for quarter 1 of 2020/21 is presented in Appendix 2. This reflects the provisional results for April and May 2020, but excludes the data for June as this is in the process of being collated at the time of writing the report.

5.35 The provisional headline results are as follows:

Recycling Rate

Council	2019/20 Full Year Recycling Rate (Provisional)	April-May 2020
Bracknell Forest	42.6%	42.9%
Reading	35.3%	29.1%
Wokingham	50.3%	52.3%

5.36 As Members will be aware, recycling rates tend to be highest at the start of the year, and consequently, a direct comparison of quarter one 2020/21 is presented against the same period last year in Appendix One.

5.37 The overall recycling rates for all three councils have been impacted by the COVID-19 pandemic. In particular the HWRCs were shut for much of the period covered by the statistics. The recycling rates at the HWRCs make an important contribution to overall recycling, and this is a significant factor in why the recycling rates presented are lower than the same period last year. It should be noted however that reopening of the HWRCs from the 18<sup>th</sup> of May (albeit with restricted visitor numbers) may have a positive impact on the overall recycling rates once the data for June is considered.

5.38 The decline in recycling rate in Reading is more pronounced than in the other two councils and this appears to be most closely linked to a suspension in green waste collection services at the start of the pandemic. Reading has not yet seen the same return in green waste tonnages that was experienced in Bracknell and Wokingham.

- 5.39 Glass tonnages collected through the bring bank scheme have increased across the Partnership area, leading to this aspect also contributing more highly to the overall recycling rate. This is believed to be linked to more people drinking at home, rather than in bars and restaurants, which have been closed.
- 5.40 As shown at Appendix 2, kerbside recycling rates (of mixed dry recycling) have increased when compared to last year. The kerbside recycling rate represents council waste, collected for recycling, as a proportion of total household waste. Due to the closure of the HWRCs, this tonnage currently represents a greater proportion of total waste.
- 5.41 As the

## **6 COMMUNICATIONS**

### **COVID-19**

- 6.1 The re3 Marketing and Communications Officer has led COVID-19 communications activities, collaborating with the Councils Communications teams related to the resumption of the HWRCs. Examples relevant to this section are included at Appendix 3.
- 6.2 The communications messages focused on new rules imposed on the operational changes such as introduction of the booking system, adherence to the social distancing guidelines and a limited capacity on the site.
- 6.3 Both sites feature clear signage allowing residents to familiarise themselves with the new guidelines.
- 6.4 The 'Click & Tip' campaign, promoting the booking system, was launched in mid-May. It was communicated to residents via the councils' own channels: website, social media and newsletters. A press statement was released and shared with the local press, radio and local & regional TV and Parishes
- 6.5 Residents feedback towards the booking system was very positive. The booking system is being well used with both sites being continuously fully booked for the upcoming days.
- 6.6 The compliance rate is very a high averaging at 95% with only ~5% of visitors being denied an access due to the lack of valid booking per day.
- 6.7 A large volume of positive feedback was received directly at the sites, via contact form or online within the first month following the reopening.
- 6.8 Residents expressed their gratitude towards the staff working at the Recycling Centres, praised their politeness, respecting the new safety measures and expressed compliments towards the site operation, including a booking system.
- 6.9 Over the course of the first month since the re-opening, re3 noted on average 170 calls a day, with up to 400 calls per day immediately following the reopening. There were 150k overall website visits (65k entries to the Click&Tip Service page).
- 6.10 Social media engagement has significantly increased during the lockdown period, with 35% increase of followers on Facebook in Q2 vs Q1 (up to 4,400). The re-opening announcement post attracted 52.5k users.

### **Awards nominations**

- 6.11 re3 Partnership has been shortlisted in the National Recycling Awards (NRA) 2020, in three categories. Both our recycling centres, Longshot Lane, Bracknell and Island Road, Reading have been nominated in the Recycling Facility of the Year category.
- 6.12 In addition, the re3cyclopedia app has been shortlisted in two categories: Local Authority Success and Innovation Award – Technology.
- 6.13 The National Recycling Awards are the biggest recognition in the waste industry sector and have been established for more than 20 years. The Awards ceremony will take place in December.
- 6.14 The re3 Marketing and Communications Officer has been preparing relevant communications activities to promote these successful nominations, including banner displayed on each site, press releases and social media assets.

### **Glass recycling**

- 6.15 Over the course of lockdown, re3 has noted a significant increase of glass recycling during the first 11 weeks of the lockdown with an average increase by c45% in comparison to the same period last year.
- 6.16 To maintain this high engagement glass recycling campaign “Don’t Bin it. Bank it” is planned to be promoted across re3.
- 6.17 Basic information on glass recycling has been translated into several languages – Arabic, Urdu, Polish, Romanian, Nepali and Mandarin to reflect a diverse community living across re3 area.
- 6.18 The stickers feature a QR code which, when scanned by a smartphone, lead to the information in different languages. A sticker will be attached to each bottle bank across area.
- 6.19 A visual of the sticker that residents will see is presented at Appendix 3.

## **7 ADVICE RECEIVED FROM ADMINISTERING AUTHORITY**

### Head of Legal Services

- 7.1 None for this report.

### Corporate Finance Business Partner

- 7.2 None for this report.

### Equalities Impact Assessment

- 7.3 None.

### Strategic Risk Management Issues

None

## **8 CONSULTATION**

8.1 Principal Groups Consulted  
Not applicable.

8.2 Method of Consultation  
Not applicable.

8.3 Representations Received  
Not applicable.

### Background Papers

None

### Contacts for further information

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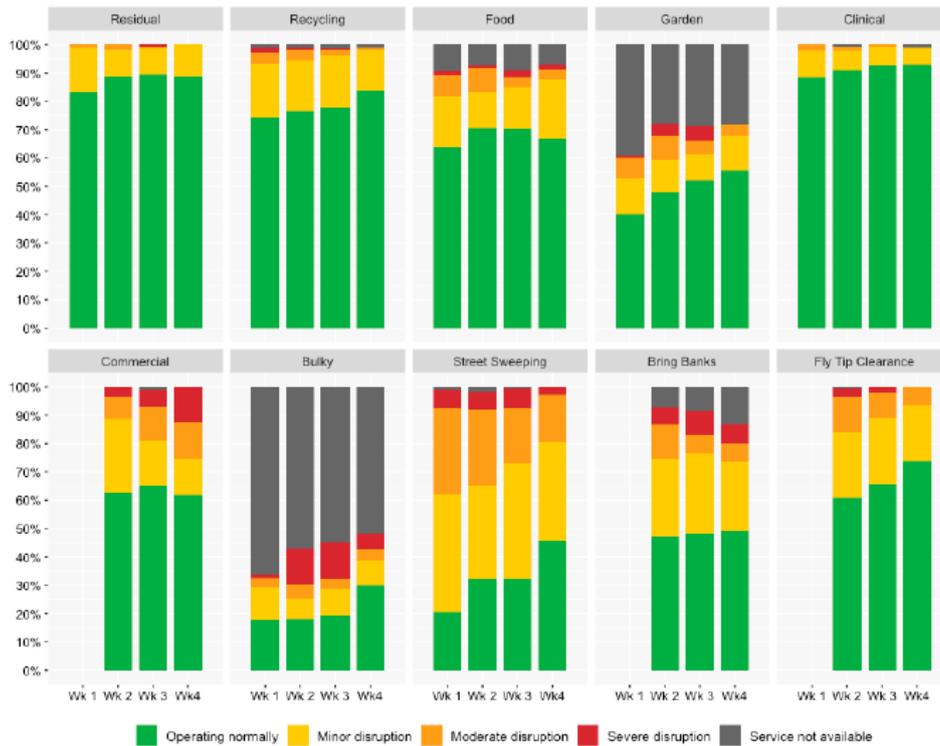
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**APPENDIX 1 – Covid-19 WASTE SERVICE CONTINUITY (England)**

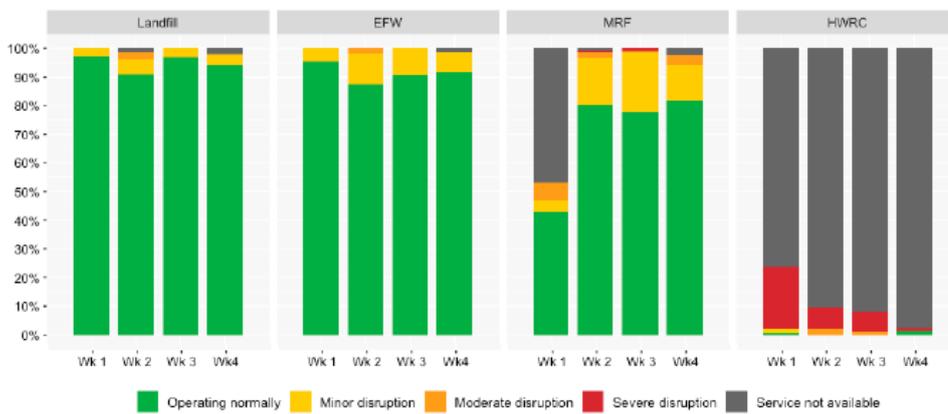
The graphs below illustrate the first four weeks of the weekly survey, conducted from w/c 30<sup>th</sup> March, on the continuity of waste services in England.



**Collection Services**



**Disposal Services**



**APPENDIX 2 – WASTE STATISTICS**

**Bracknell Forest**

Category	Background	Quarter 1		Equivalent Period 2019/20	
<b>C1A</b> Statutory Recycling Target	This target is the traditional 'recycling rate' target that should be comparable with other councils in the UK.	42.85%		45.61%	
<b>C1B</b> Kerbside Recycling	Using the respective weekly council kerbside collections is an effective way to recycle. This indicator looks at this service alone.	31.82%		25.28%	
<b>C1C</b> Including Incinerator Bottom Ash (IBA)	<i>Despite displacing 'virgin' materials, the recycling of IBA into building blocks is not yet counted as 'recycling' by the Government. Nonetheless, re3 recognises the value of this activity.</i>	8%		7%	
<b>C1E Contamination</b>	<i>Contamination is the term used to describe items which are not supposed to be present within recyclables. The level of contamination is, therefore, an indicator of the effectiveness of waste collection arrangements. It also has an impact on recycling because at high levels of contamination it can become harder to separate 'good' recyclables from the unwanted items.</i>	Target	82.80%	Target	85.70%
		Non Target Paper and Card	6.32%	Non Target Paper and Card	6.56%
		Other Non-Target and Non-Recyclable Material	10.88%	Other Non-Target and Non-Recyclable Material	7.74%

**Reading**

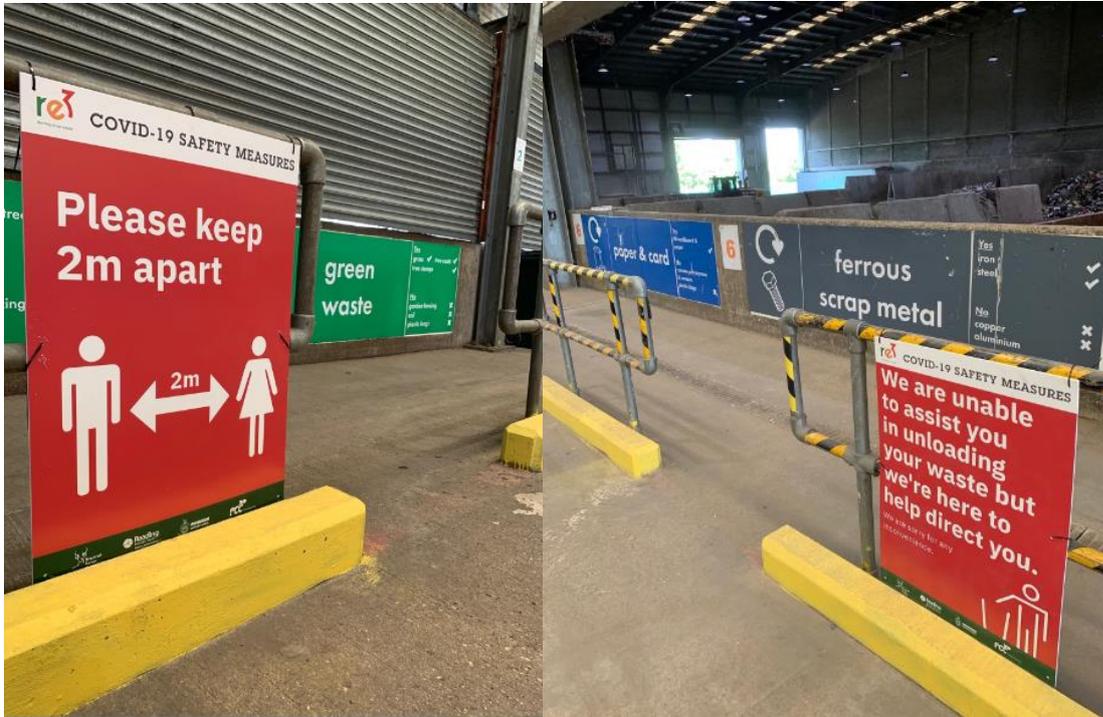
Category	Background	Quarter 1		Equivalent Period 2019/20	
<b>C2A</b> Statutory Recycling Target	This target is the traditional 'recycling rate' target that should be comparable with other councils in the UK.	29.11%		37.86%	
<b>C2B</b> Kerbside Recycling	Using the respective weekly council kerbside collections is an effective way to recycle. This indicator looks at this service alone.	22.23%		20.40%	
<b>C2C</b> Including Incinerator Bottom Ash (IBA)	<i>Despite displacing 'virgin' materials, the recycling of IBA into building blocks is not yet counted as 'recycling' by the Government. Nonetheless, re3 recognises the value of this activity.</i>	11%		9%	
<b>C1E Contamination</b>	<i>Contamination is the term used to describe items which are not supposed to be present within recyclables. The level of contamination is, therefore, an indicator of the effectiveness of waste collection arrangements. It also has an impact on recycling because at high levels of contamination it can become harder to separate 'good' recyclables from the unwanted items.</i>	Target	77.50%	Target	82.62%
		Non Target Paper and Card	2.29%	Non Target Paper and Card	1.45%
		Other Non-Target and Non-Recyclable Material	20.21%	Other Non-Target and Non-Recyclable Material	15.92%

Wokingham

Category	Background	Quarter 1		Equivalent Period 2019/20	
<b>C3A</b> Statutory Recycling Target	This target is the traditional 'recycling rate' target that should be comparable with other councils in the UK.	52.27%		55.73%	
<b>C3B</b> Kerbside Recycling	Using the respective weekly council kerbside collections is an effective way to recycle. This indicator looks at this service alone.	42.09%		31.45%	
<b>C3C</b> Including Incinerator Bottom Ash (IBA)	<i>Despite displacing 'virgin' materials, the recycling of IBA into building blocks is not yet counted as 'recycling' by the Government. Nonetheless, re3 recognises the value of this activity.</i>	10%		7%	
<b>C1E Contamination</b>	Contamination is the term used to describe items which are not supposed to be present within recyclables. The level of contamination is, therefore, an indicator of the effectiveness of waste collection arrangements. It also has an impact on recycling because at high levels of contamination it can become harder to separate 'good' recyclables from the unwanted items.	Target	83.04%	Target	79.52%
		Non Target Paper and Card	4.81%	Non Target Paper and Card	10.05%
		Other Non-Target and Non-Recyclable Material	12.16%	Other Non-Target and Non-Recyclable Material	10.43%

**APPENDIX 3 – COMMUNICATIONS**

**1. COVID-19 visuals**



**re3** COVID-19 SAFETY MEASURES

**re3** COVID-19 SAFETY MEASURES

**Have you booked your visit?**

Please ensure you have made a booking. Access will be denied if your vehicle isn't on our list.



**We are limiting the number of cars on site for everyone's safety.**

It may take longer to access the site. Please be patient.



## Click&Tip



**Book a time slot**  
if you are no longer able to store your waste safely



**Arrive within the time slot**  
be patient it may take longer to access the site



**Keep 2m apart when at sites**

## Before you click

- I don't have any symptoms which indicate coronavirus
- I am no longer able to safely store my waste
- I have proof of address that I can bring with me



## Keep safe on site



**KEEP 2m APART**

**FOLLOW STAFF ADVICE**



### Click&Tip - FAQ

**I can't book and now seeing message 'Booking is not available' - why?**

✔ Bookable slots are available on a rolling 7 day basis. For example if it's 10am on Monday, you can book slots up to 10am next Monday, subject to availability.

If the the screen says 'booking is not available' this means the slot has not been released yet. If there are spaces left, the box has a darker colour. If no slots are available, please check again later. New slots are added on a half hourly basis.



### Click&Tip - top tip

**Arrive within the time slot**



! Each slot last 30 minutes. Please try not to arrive too early. If most people arrive in their designated time slot, this will help to speed up your visit.



## 2. Feedback



re3 Recycling: re3 to re-open recycling centres...

# ANNOUNCEMENT From Monday, 18th May we are re-opening re3 recycling centres at Longshot Lane, Bracknell and Smallmead. Reading & visiting the sites during the COVID-19 pandemic will be different and to access you will have to 2 BOOK A TIME SLOT. See...

Performance for your post

Estimated reach: 52,473

Organic: 90% (46K)

Paid: 12% (6.1K)

Published by Monika Butler (T) 21 May

Thank you to everyone who has already visited our recycling centres at Longshot Lane, Bracknell and Smallmead. Reading for your patience and doing everything you can to keep safe and maintain appropriate distance on site. By controlling the number of visitors on site, we can reduce queuing off site, keeping the roads clear for our busy neighbouring businesses and ensuring that the council waste collections services can continue to work effectively. Please only visit you have made a booking -> [bit.ly/re3clickandtipservice](https://bit.ly/re3clickandtipservice)




3,566 People Reached

124 Reactions, comments & shares

50 Likes	50 On post	0 On shares
3 Love	3 On post	0 On shares
65 Comments	63 On Post	2 On Shares
6 Shares	6 On Post	0 On Shares

721 Post Clicks

191 Photo views	131 Link clicks	399 Cover clicks
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*"Great experience at the tip today (longshot Lane). The booking system did have a few teething troubles to start with, but once it was working I managed to book a slot with ease. On the day itself I was able to drive straight in once my details had been checked. All the staff were just brilliant and the whole thing was incredibly well managed. Thank you to all involved. You've had a lot of flack to deal with when the booking system crashed but you now have a great system in place. Thank you."*

*"Thanks to the guys at Reding tip today. Super cheerful, friendly and helpful as always"*

*“Just been to do a tip run and I’m seriously impressed how well managed it was. In and out within ten minutes and no queue. Thanks guys. “*

*“I would like to say a huge thank you to the team at the Bracknell tip. I booked online last week and was lucky enough to get a slot this morning. It was so well organised. I really appreciated the friendliness and kindness of the guys giving directions from beginning to end. The safety measures were excellent, and it was so quick. “*

*“Smallmead very well organised and staff all friendly. Went this morning. In and out like a dream. Well done re3. Excellent job. “*

*“Fantastic set up, friendly helpful staff. Checking in and unloaded in five minute. Well done!”*

*“Really hope this becomes the new norm. So efficient and easy. Thank you team!”*

*“I used the Bracknell recycling centre this morning and just wanted to feedback how excellent the experience was. A lot of effort has obviously gone into organising the site with the new Covid-19 measures and it felt completely safe and easy. The staff were all very friendly and gave good instructions. You should absolutely keep a booking system in place when things do eventually return to normal! Just wanted to let you know, as it’s very easy for people to make a complaint when things go wrong but not always so quick to provide positive feedback.”*

### 3. Glass recycling QR code sticker visual



By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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