



Joint waste collection contract update

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Introduction

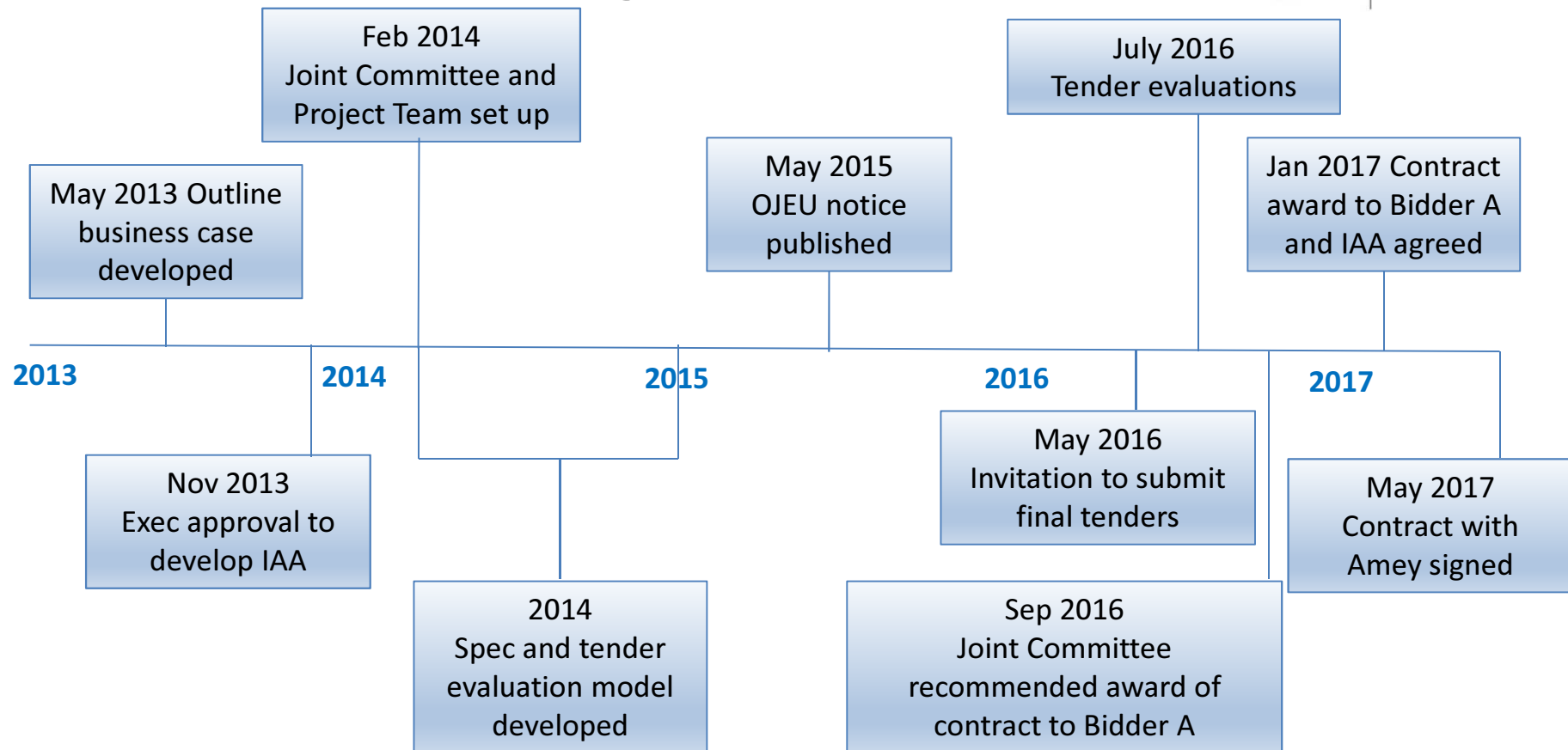


- History of the joint contract
- What's included and how is it governed?
- Contract performance
- Background to Amey
- Working mobilisation
- Next steps



History of the joint contract

History of the joint contract





What's included?

Objectives



- Value to the council taxpayer
- High levels of customer satisfaction
- The objectives, targets and actions of the Surrey Waste Partnership Joint Strategy
- Appropriate levels of shared risk and reward
- Carbon and environmental impact reduction
- Continuous service improvement
- Flexibility to adapt to changing legislation and policy
- Innovation
- Ongoing efficiency savings

Key features



- 10 year term extendable by up to 14 years
- Comprehensive performance management framework with 15 KPIs
- Innovation and ongoing efficiencies
- Other Surrey authorities can join at any time

Operation



- Alternate weekly collection of residual and recycling in wheeled bins
- Weekly food waste collection
- Weekly collection of WEEE and textiles
- Clinical waste collections
- Paid for services
 - Garden waste collections
 - Bulky collections

Operation

- Extended hours contact centre
- Garden waste administration



Vehicle livery



Vehicle livery



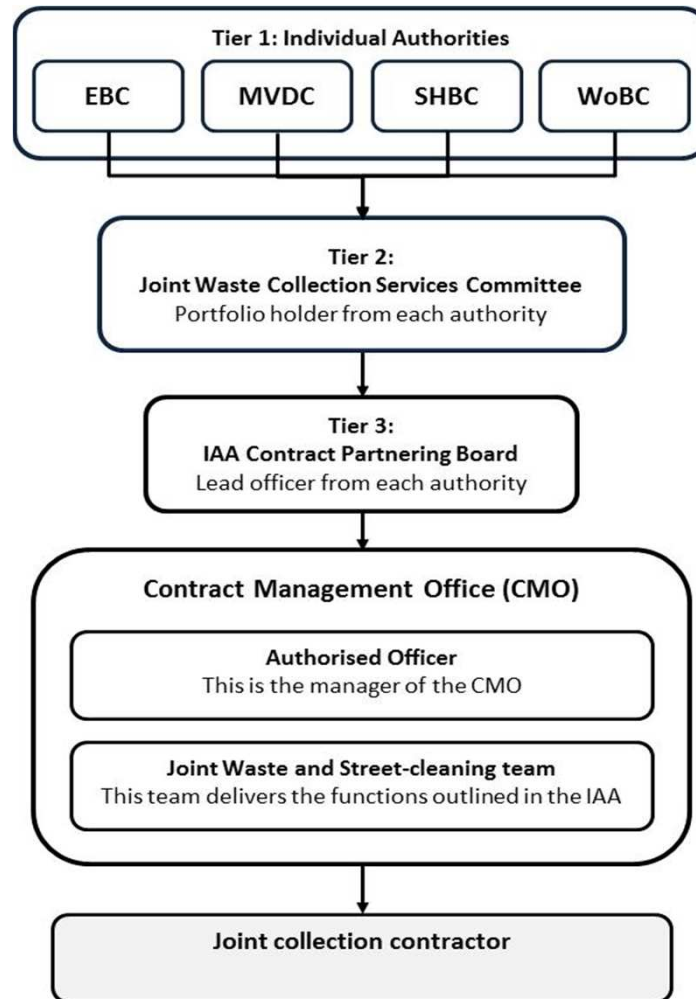


How is it governed?

How is it governed?



- Governed by a legally binding inter authority agreement
 - Culture of mutual co-operation and honest partnership working
 - Liabilities, rights, duties, undertakings and responsibilities of partners
 - Contract Management Office – Joint Waste Solutions
 - Contract governance model





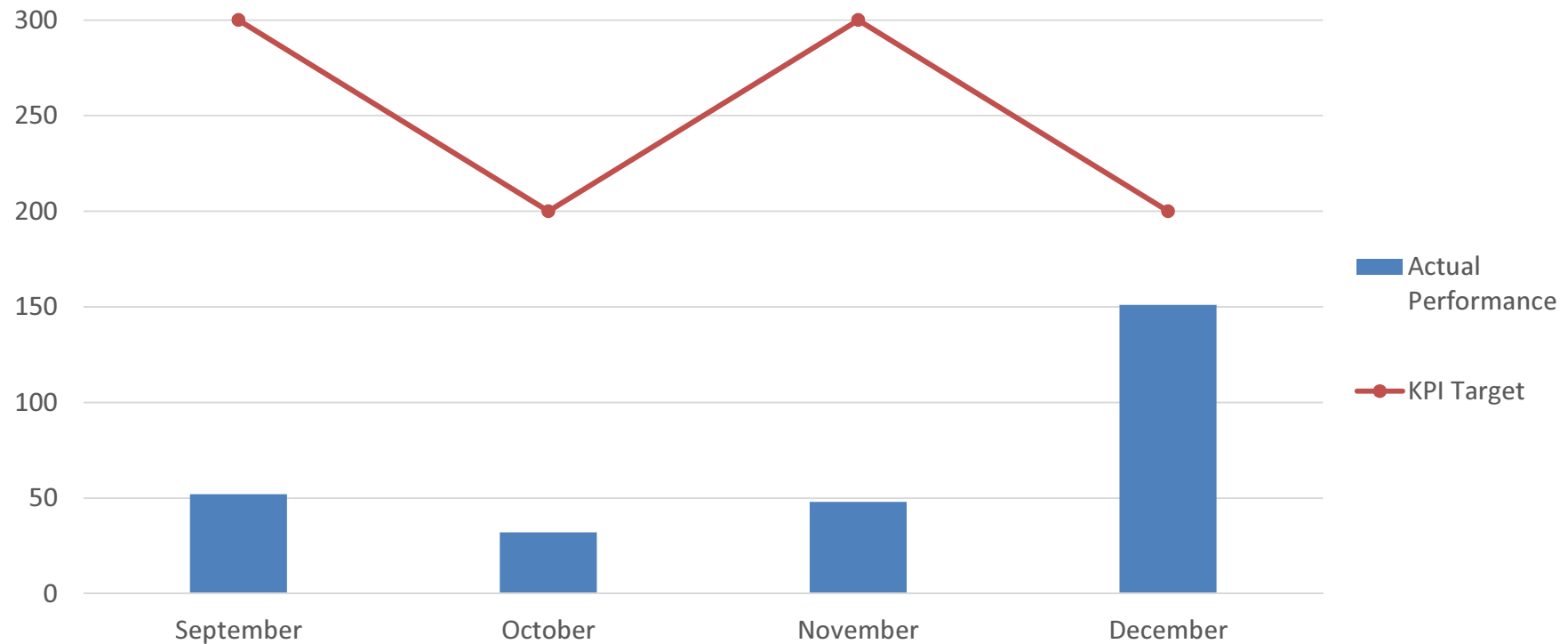
Contract performance

Contract performance

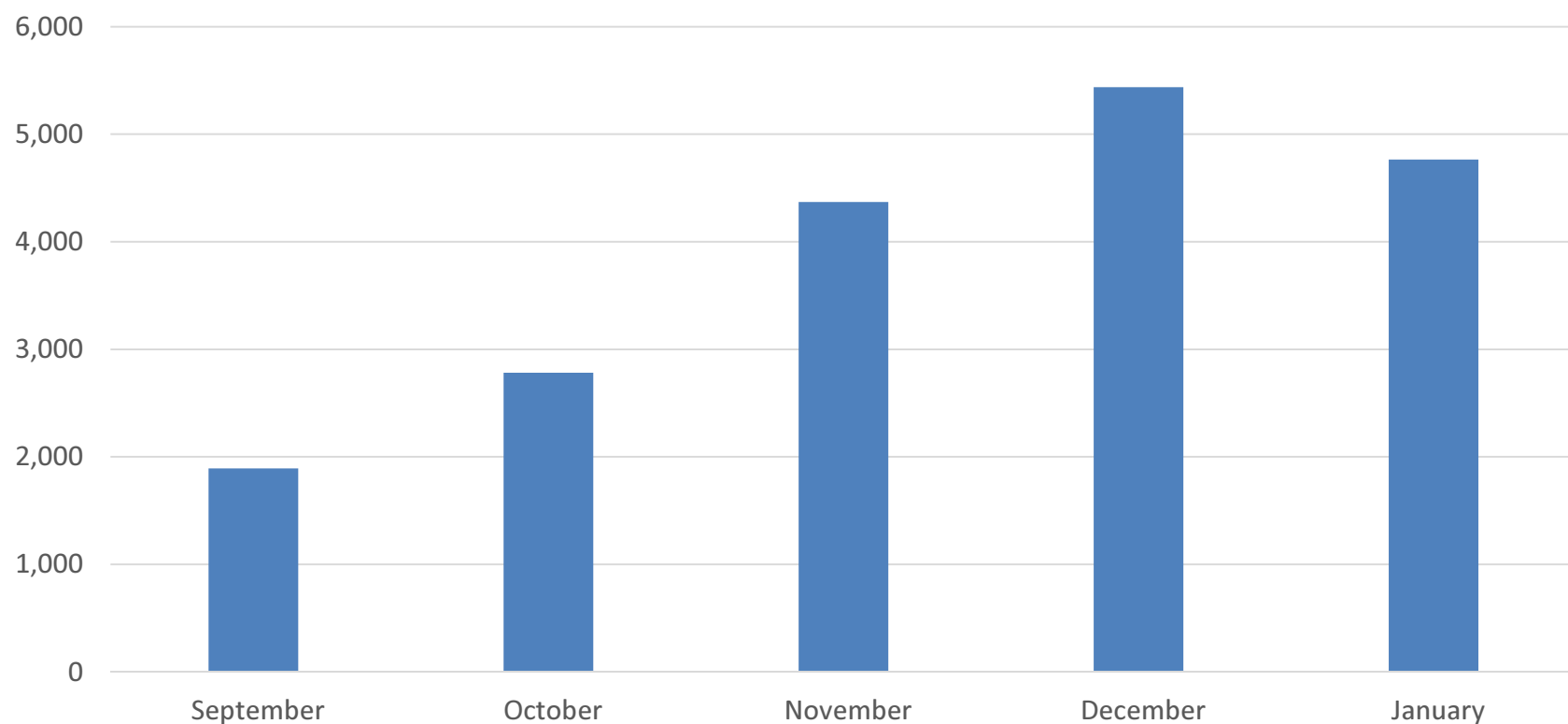


- 99.9% of collections made on time
- Number of missed bins is within KPI targets
- Enquiries and complaints are swiftly addressed
- Recycling rate is 58.5% (average)
- Contact centre calls have reduced

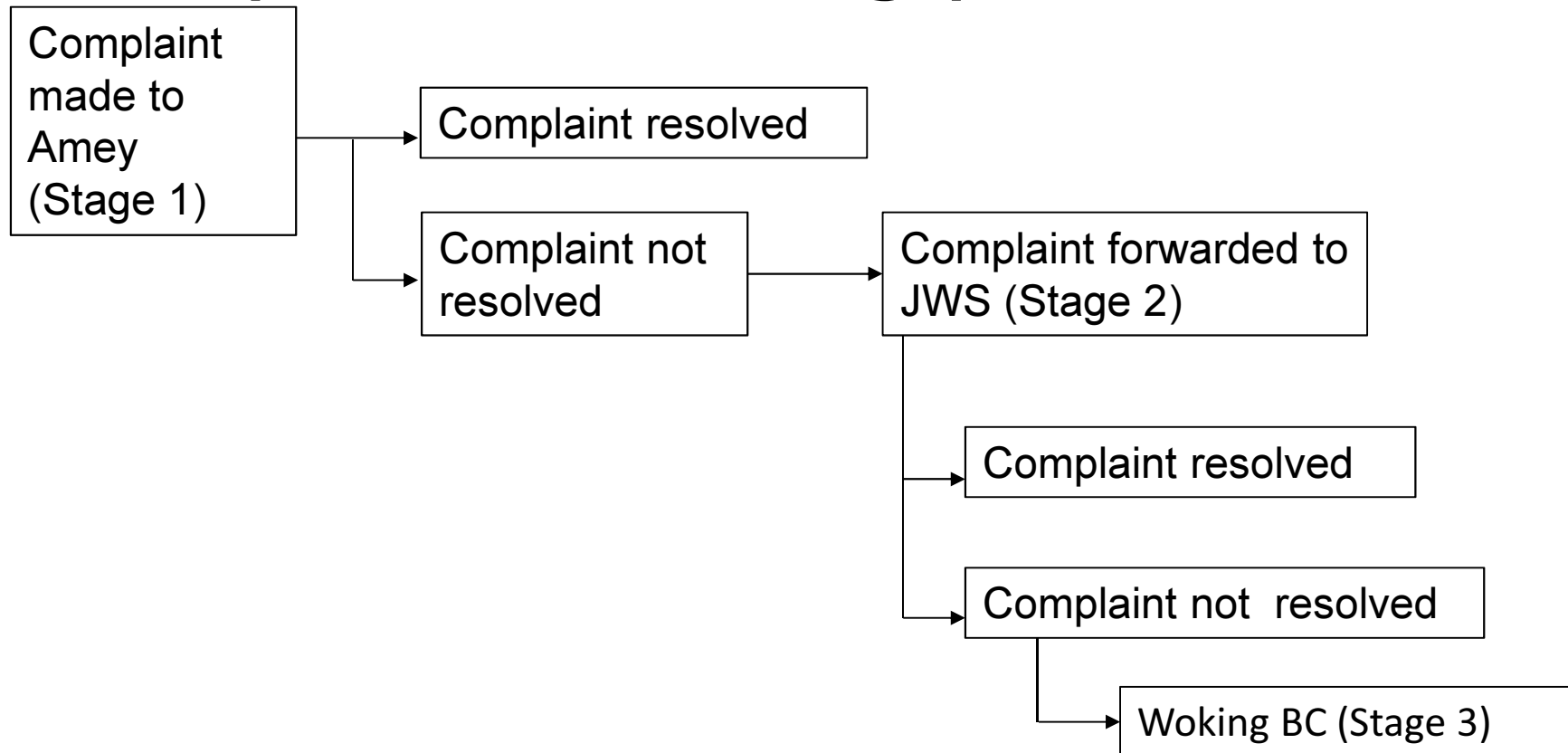
Missed bins per 100,000 collections



Calls to contact centre



Complaints handling process

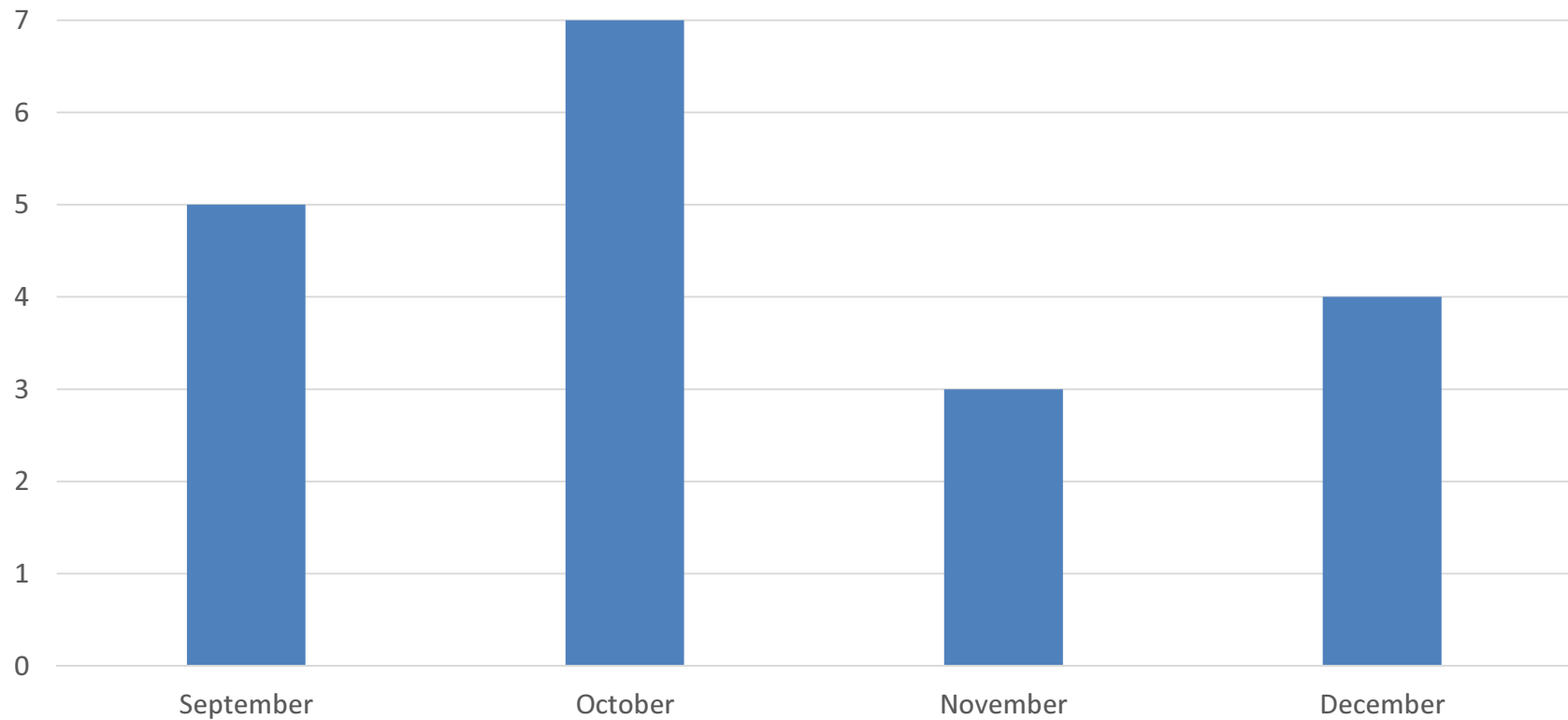


Recycling bin contamination



- Contamination can 'reject' entire loads
- Cost to this as well as loss of recyclables
- JWS proactively address this through resident engagement (telephone calls, visits)

Number of contaminated loads





Background to Amey

Our parent company

Ferrovial is a leading global infrastructure company, operating all around the world. They have four divisions: Toll Roads, Construction, Airports and Services, which Amey is part of.

ferrovial

13.1

Market Cap. (€ bn) ¹

10.7

Revenues (€ bn) ²

96,000

Employees ²

1. March 7th, 2017

2. 2016 Ferrovial Integrated Report figures

Service focused

Services

- Transport infrastructure maintenance
- Environmental services
- Services to resources & industrial sectors
- Facilities management
- Services to Utilities

Construction

- Civil engineering
- Industrial engineering
- Water treatment plants
- Over 80 years of experience

Investment focused

Airports

- Largest private investor in airports
- Four airports in the UK:
 - 25% stake in Heathrow
 - 50% stake in Aberdeen, Glasgow & Southampton
 - 90m passengers

Toll Roads

- Private development of Transport infrastructure
- Management of 407 ETR (CA)
- 27 concessions in ten countries

A bit about us



19,000
employees



£2.2bn
turnover



125
clients



100
years old in 2021



300+
locations



Nearly **everyone** in the UK
benefits from an Amey
service **each day**



Providing services
across the UK,
Australia and USA



50,000
disadvantaged people
supported through our
DofE partnership



Our values

We're living and breathing our values, working hard to deliver our goal, creating better places to live, work and travel. They provide a framework for delivering services and guide us every day, in everything we do.



Looking out for each other in our relentless pursuit of zero harm

Involving and empowering everyone to deliver and grow

Being both accountable and supportive



Showing our passion for great customer service

Delivering brilliantly on what we promise

Listening and responding quickly to solve problems together



Doing things better every day

Innovating and finding new ways to improve and make things simpler

Collaborating, sharing our knowledge and learning from best practice



Creating better environments

Environment

We protect our environment by encouraging you to reuse and recycle more – reducing the amount of waste going to landfill, creating energy from waste and keeping our streets and public spaces, like parks, clean.

A better environment means a better quality of life for everyone.

We do this by:

- **Looking after open spaces**
so you can live, work and relax in the comfort of your local community
- **Keeping litter off streets**
so you can enjoy clean surroundings
- **Collecting, reusing and recycling waste**
to create a more sustainable future
- **Providing education and awareness projects**
to help us all to recycle more and reduce waste
- **Generating energy from waste**
to save and protect natural resources



A bit about us



3,200
employees



4 million
people visit the **47 HWRC**
(household waste recycling centres)
we manage every year



20+
local authority contracts



16,000+
trade waste customers



290,000 MWh
energy created each year
by 2018 – enough to power
60,000 homes



1.8 million
tonnes of waste transported
per annum



860,000 trees
saved by the amount of paper
and card we recycled in 2016



127 million m²
of space maintained – the
same as 289 Vatican Cities



Working mobilisation

Woking mobilisation



- Face to Face with staff in advance of the start date of 11th September
- Two phase mobilisation.
- Additional Agency staff were pre-inducted to ensure that we had additional staff for day one
- In the first 2 weeks of the contract additional support to ensure that full completion was achieved
- First 3 months used to validate data, one to ones with crews to finalise the re-routing of the Rounds in preparation of phase 2 of the mobilisation.
- New fleet arrived during the course of October and early November.
- New service went live 27th November 2017
- Big Change for crews and residents.

Woking mobilisation



- We experienced a few teething issues as a lot of information regarding each individual property had to be transferred into the InCab system
- Residents needed to get use to the separate collections, raised levels of complaints.
- The incab system has been successful so crews can report in real time roads completed, bins not presented, bins contaminated, etc.
- This meant that in the first month 40% of reported missed collections were not justified. This was mainly in two areas, Food waste collected at a different time and Christmas holiday working.

Working mobilisation



- Hard work carried out by the team to ensure that we continue to improve on the high level of service that residents expect
- We have had some issues, which the team are working through:
 - Addressing driver shortage and reliance on agency staff
 - Re-calibrating collection routes
 - Addressing repeat missed collections
 - Staff engagement

Next steps



- Address current issues and ensure performance continues to improve
- Comprehensive resident engagement programme in 2018/19
- Contract innovations