



Highlights	<ul style="list-style-type: none"> • Woking contract transferred successfully on 11 September • The JWS website is now live • Amey contact centre are now taking calls from Woking residents • New Woking rounds will be implemented from 27 November • Work has started on preparation for Surrey Heath mobilisation on an 'as is' basis
Woking Operations	<p>Contract Commencement: The contract commenced in Woking on 11 September. All staff transferred to Amey as expected. It was a very successful start, with the previous routes and rounds being deployed initially, which allowed the crews to become familiar with the new ways of working under Amey. New rounds will be introduced from 27 November.</p> <p>Round changes: Round changes will be introduced in 2 phases. Whilst Amey's overall goal is to achieve, as closely as possible, the resource and productivity levels set out in their method statements, additional rounds will be put in place initially, to enable a managed transition to take place. Phase 1 round changes will be implemented on 27 November. Amey aim to reduce the number of vehicles in early in 2018, once the new rounds have bedded in.</p> <p>In line with lessons learnt from the previous Elmbridge mobilisation, JWS have checked the data at all stages of the round development process.</p> <p>Communications: In early November, all Woking residents will receive information the round changes, alongside a 2018 collection calendar and recycling guide.</p>
ICT development	<p>In cab devices: The Woking vehicles have been fitted with in-cab devices since the first week of the contract. Real time information enables issues reported by the Contractors team or residents to be resolved quickly.</p> <p>JWS website: The jointwastesolutions.org website went live on 11</p>

	<p>September. The website contains general information how to recycle as well as forms allowing residents to request services and report issues.</p> <p>Garden Waste portal: Amey are responsible for the administration of the garden waste service for Woking residents. The current ICT system allows existing customers to renew their subscription online, and for new customers to sign up for a garden waste bin service. Amey have set out a programme of further development to enable customers to access the full service options online (e.g. order multiple bins or upgrade their subscription) and improve the customer journey. These improvements will be introduced over the next 4 months.</p>
Contact Centre	<p>Contact Centre:</p> <p>The Amey contact centre is now taking calls from Woking residents using a dedicated 'Amey Surrey' phone number. The opening hours are currently not in line with the 24:7 operation set out in their method statements.</p> <p>We are awaiting proposals from Amey as to how the Contact Centre can operate on a 24:7 basis for the Authorities and the proposals will be brought to the December Contract Partnering Board.</p>
Surrey Heath mobilisation	<p>Operations: The order has been placed for the Surrey Heath and Mole Valley vehicles. With a 9 month lead time, the Surrey Heath Vehicles will arrive in July, and hire vehicles will be used in the interim. The contract will be mobilised using the existing routes and routes.</p> <p>Depot: Fortnightly meetings are scheduled with Surrey Heath, JWS and Amey to progress the works required to bring to depot up to a statutory compliant position by contract commencement.</p>
Next steps	<p>The priorities for the next 2 months are:</p> <ul style="list-style-type: none"> • Introduction of Amey webforms in Elmbridge – date tbc • Resolve contact centre opening hours • Workshop to programme how Surrey Heath garden waste customers can be transitioned onto the Amey garden waste service. • Further development of JWS and contact centre processes

