



**Surrey  
Heath  
mobilisation**

**Operations:** The contract mobilised in Surrey Heath on 5 February with the crews driving the same refuse, recycling, and garden waste rounds that were in place under the previous contractor. Separate food rounds were introduced from the outset. These rounds were designed using similar productivity levels to those being achieved in Woking and Elmbridge.

The current level of reported missed refuse and recycling collections in Surrey Heath is low and similar to previous levels. Reported missed food bins is higher, however the Contractor has reported that most food bins are empty when the crew returned. It is believed that some residents had forgotten that the food waste is now collected at a different time to refuse or recycling.

At the January Committee, Members noted that Amey had advised that this option would result in additional costs to the Authorities in the region £75,000, however this cost could be met from existing budgets. Since this meeting, further discussions have been held between JWS and Amey to negotiate the costs to the Authorities. Amey have agreed to fund £69,875, reducing the costs to the Authorities to £62,351.

**Staff engagement and recruitment:** All staff who were expected to transfer did and there were no unexpected absences on day 1. Since then, only 1 member of staff has decided not to stay with Amey.

**Garden waste administration:** Amey are now managing the garden waste administration for Surrey Heath. Garden waste customers have received information on how to register for the garden waste service.

There have been some issues with customers being able to register or submit payment using the portal. A step by step guide to registering for the service has been uploaded onto the JWS website to help guide people through the process. The Amey contact centre has also been helping people to sign up to the service. As at 12 February over 3000 people had subscribed.

Unfortunately, the outstanding developments required to the garden waste portal are not scheduled to be completed until 9 March. This work includes allowing customers to change their service online at any time of the year, request multiple bins and will improve the customer journey online. Given the issues experienced by Surrey Heath customers, JWS have requested a review of the development programme to ensure that the work will deliver all the

	<p>required improvements to the customer journey.</p>
<p><b>Contact Centre</b></p>	<p><b>Call centre statistics:</b> Amey took over the customer services calls from Surrey Heath on 5 February. Whilst Amey brought in 2 additional staff to answer calls, the total number of calls made to the contact centre during the first week averaged 880 per day. This compares to 100 a day during the previous week for Woking only.</p> <p>Unfortunately, the increase in call volumes impacted on call answering stats, with 60% of calls answered against a target of 90%.</p> <p><b>Complaints protocol:</b> JWS are working with the Amey Contact Centre management team to review the processes in place to manage and respond to complaints. The review is designed to ensure that complaints and enquiries are dealt with to a consistently high standard.</p>
<p><b>ICT development</b></p>	<p><b>CMS Development:</b> The Amey CMS system provides JWS staff with a read-only view of round progress, resident requests and complaints to help the team manage the contract. The teams also use a range of web-forms to input contract issues and requests into the Amey PropMain system. All customer requests that require JWS review or action (e.g. temporary refuse bin requests, complaints), are also logged onto the ICT system and can be viewed by the team. However, any updates or actions arising from this cannot be managed from within this system and the team are currently using excel spreadsheets to manage this work.</p> <p>In order to manage their workload effectively, the team need a single ICT system which enables JWS, all contact centres, and the Amey local operations teams to have a single view of all customer interactions. Amey have agreed to develop the CMS system to provide this functionality and will fund the cost of this development, which is estimated at around £40,000.</p> <p><b>Webform Development:</b> The outstanding development work on the webforms will be completed by April. Delays in progressing this have centred around resolving who should be funding the outstanding work. The majority of the development focuses on improving the automated communications sent to customers when a service request has been made and completed. Amey have now agreed to fund this development work.</p> <p>Elmbridge will transition to the Amey webforms following completion of this work.</p>

	<p>JWS have also asked Amey to develop an online satisfaction survey to be included in the completion emails sent to residents, to ascertain customer satisfaction levels across the partnership area for online and contact centre interactions. Amey will fund this development.</p>
<p><b>Vehicle liveries</b></p>	<p>All food waste vehicles have now been liveried. The remaining 22 vehicles currently operating in Woking and Elmbridge will be liveried by the end of February.</p> <p>The intention is for all future vehicles will be liveried at the point of manufacture.</p>
<p><b>Business Continuity Planning</b></p>	<p>JWS are currently working with the organisation Applied Resilience to develop JWS business continuity plans and emergency protocols that align to the Authorities emergency plans.</p> <p>As part of this work, Applied Resilience have carried out a review of Amey's Business Continuity Plan and have recommended additional work be undertaken around Business Impact assessments and planning for key risks. A Business Continuity workshop was held with Amey on 22 January to facilitate this.</p> <p>This work is due to be completed by the end of March.</p>