



Highlights

The Mole Valley waste collection contract mobilises on 6 August with the crews driving the same routes and rounds as they did under the previous contractor.

New rounds will be introduced once the crews have settled into their new ways of working.

A comprehensive engagement programme is underway with the staff transferring from Biffa and MVDC.

A new Amey local management team will be in place from contract commencement.

A postcard promoting the change of contractor and introducing the joint waste solutions team has been delivered to residents.

Operations and staff

Round development: The Mole Valley contract will mobilise on an 'as is' basis on 6 August.

Round information was passed to Amey in April, so that the collection information can be input onto the Amey ICT system. JWS are reviewing the data coming out of the ICT system to ensure that all properties have been assigned a collection on the correct day.

Once the contract mobilises, Amey will start work on developing the new waste collection rounds.

Staff engagement and recruitment: Amey started their informal consultation with Biffa and the MVDC 'Hit Squad' on 18 May. This comprehensive engagement programme includes workshops, newsletters, 1:1s and meetings with the unions. An induction will be carried out on 4 August, which will also be attended by JWS staff.

It is understood that the current Biffa management team have been offered alternative employment elsewhere within Biffa. As a result, Amey have put in place a management team to be in site from day 1.

Feedback from the recent 1:1s was positive. As a contingency measure, a pool of approximately 12 agency staff are being inducted and will be

	<p>on standby from day 1.</p> <p>Vehicles: The permanent fleet are due to arrive from September. In the meantime, hire vehicles will be used. Full details of the hire fleet have been provided and checked by JWS staff.</p>
Communications:	<p>Mole Valley residents received a postcard w/c 9 July, with details of the new contractor and introducing Joint Waste Solutions.</p>
ICT development	<p>Mole Valley have opted to integrate their new CRM with the Amey Propmain system. Work is ongoing to map out the integration points between the two systems.</p> <p>As the new CRM system will not be in place by contract commencement, an additional temporary administrator will be employed to manually upload service requests from the current CRM system into Amey's ICT system.</p>
Risks	<p>Round development: Risk of delay in uploading the rounds on the Amey ICT system.</p> <p>Contingency: Incumbent contractor's round sheets to be used as back up.</p> <p>Staff transfer: Risk that staff do not transfer on day 1.</p> <p>Contingency: A Contract manager and supervisor will be brought in for Day 1 as cover. A pool of agency staff will be on site from day 1 in case some frontline staff do not transfer.</p>
Next Steps	<p>JWS to continue to review round data as and when available</p> <p>Lease finalised between Amey and Mole Valley.</p> <p>Staff induction carried out by Amey on 4 August</p>