

Mobilisation Update

From: Ismina Harvey, Contract Implementation Manager

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Stage: Implementation

Status: On Track

Highlights	<ul style="list-style-type: none">• The contract was signed by all partners on 25 May• Elmbridge contract commenced on 3 June.• Significant progress has been made on ICT and customer contact web-forms.
Progress summary Since 17 March 2017	<ul style="list-style-type: none">• Contract Close The contract was signed by all partners on 25 May 2017.• ICT development Significant progress has been made in the development of the ICT solution. The ICT system was demonstrated at an ICT workshop on 11 May. The majority of the operational systems have already been configured for the Contract. Work is now focusing on the development of customer facing web-forms and payment systems, which will fully integrate with the Amey WorkManager system. As planned, the Elmbridge contract has mobilised using existing Council ICT systems. A transition to the Amey ICT system is programmed for August/September, prior to the Woking contract commencement.• Elmbridge Mobilisation Waste collections: New waste collection rounds have been introduced in Elmbridge which mirror previous schedules. Collection day changes were introduced to approximately 750 properties with communal collection arrangements, to bring their collections in line with surrounding properties. No other day changes were made. Amey have confirmed that they will approach the Woking area mobilisation on the same basis, with no significant changes introduced initially. A whole area review of waste collection routes will be carried out in

	<p>Summer 2018 in order to maximise the efficiencies of cross boundary working. All future proposed day changes will be brought to the Contract Partnering Board for approval.</p> <p>Street cleaning: Initial street cleansing schedules have been introduced. These will be refined over the coming months to ensure that the high cleansing standards are met and maintained.</p>
<p>Decisions required</p>	<p>None – for information only</p>
<p>Next steps</p>	<p>Elmbridge Mobilisation review: At the end of June, a review meeting will be held to review any lessons learnt from the Elmbridge mobilisation.</p> <p>ICT: Work is now focused on the development and introduction of customer focused web-forms to enable residents to request services or report issues. These forms will be used by both residents and Council/Amey contact centres.</p> <p>Woking Mobilisation: Later this month, work will commence on the mobilisation of the Woking contract. This will focus on four key areas:</p> <ul style="list-style-type: none"> • Operations: The new waste collection rounds will be mapped using existing collection data. • Communications: Residents will receive information in early September informing them of some small changes to their waste collection service e.g. food will be collected at a different time to refuse or recycling. • Staff consultation (TUPE): Amey will deliver a comprehensive and structured communications programme to any staff transferring over from Woking Borough Council and Biffa. • Contact Centre: Amey will be providing the contact centre services to Woking and Surrey Heath as part of this contract. A recent visit to the Contact centre demonstrated the professional service that they are delivering to other clients. Work will now progress on ensuring that Amey contact centre staff are fully trained to take calls for Woking from September.