

## HRC ACCESS IMPROVEMENT PLAN - 2015

- To reduce peak usage queuing times
- To ensure safety for residents and BCC/Veolia workforce on site
- To provide contingency for increased inputs (such as seasonal green increase)
- To increase user satisfaction and maximise throughput

### **ACTIONS TO BE IMPLEMENTED PRIOR TO EASTER (APRIL 2015)**

#### **1. ADDITIONAL CAPACITY**

Issue	Site	Description	Benefits	Action being taken	Outcome
<b>Additional capacity at current facilities (Green waste)</b>	Lifford Lane Perry Barr Tyseley	<p>Priority access points / lanes for green waste only</p> <p><b>Lifford Lane</b> – Utilise the newly acquired site which has been acquired to create additional capacity for this purpose (adjoining Lifford Lane).</p> <ol style="list-style-type: none"> <li>1. New Ebury Road site – 7 day week</li> <li>2. Continue Green only lane in the Depot - weekends</li> </ol> <p><b>Perry Barr</b> – green only lane (weekends only) – bay at the rear of the site. Manned up to manage traffic (Veolia plan). Relocate staff car park for this</p>	<p>Removes green waste from main HRC</p> <p>Speeds up access for green waste customers and HRC users</p> <p>Provides an alternative facility for residents</p>	<p><b>Action by : BCC (FWM) and Veolia</b></p> <p>These lanes would divert green waste only loads into separate discharge areas avoiding the main HRC thus reducing load on the HRC and giving green waste only priority discharge (encouraging green waste delivery).</p> <p>In all cases a strict no other waste rule is required. No exceptions. Mixed loads would be directed to HRC to tip as normal.</p> <p>Throughput in HRC should be quicker as no green waste only loads would be accepted</p>	<p>Update : 2-2-15 - Ebury Road being worked on and made good for the new service to start. Awaiting quote from Veolia for the additional manning costs. Lifford Lane (green only), Perry Barr and Tyseley arrangements all in place.</p> <p>Update : 12-2-15 - Plan received for Lifford Lane (Options A+B), Perry Barr and Tyseley.</p> <p>Going with Option A for Lifford Lane (exact costings to be firmed up as to whether we use skips/bays) but indicative costs available. Achievable by Easter</p> <p>Option B would need to obtain a full waste permit from application so this is not feasible in the timescales</p>

		<p><b>Tyseley</b> – utilise the staff carpark. Carpark to be relocated to unit on James Road (Veolia to action). 7 days overspill for green</p> <p><b>Caste Bromwich</b> – as is</p> <p><b>Norris Way</b> – encourage (through comms) redirection to Perry Barr additional facilities</p>		<p>thus reducing traffic throughput.</p> <p>Provide Saturday / Sunday.</p>	<p>Perry Barr – plan would work and is agreed. Utilise for 7 days per week</p> <p>Tyseley – plan would work and is agreed. Utilise for 7 days per week</p> <p>NB. These options approximately double the current capacity to increase throughput and offer options to residents</p> <p>Changes communicated through posters and leaflets at the HRCs – drafted and produced.</p> <p>26/2/15, 19/3/15, 1/4/15, 16/4/15 – proposal reported to Weekly Waste meeting with an update</p> <p><b>IMPLEMENTED</b></p>
<b>Implement additional sites</b>	ALL	Provide additional temporary sites across the City	<p>This could relieve pressure upon existing sites and provide an alternative for residents closer to their homes</p> <p>Encourage responsible green waste disposal</p>	<p><b>Action by : BCC (FWM/Planning and Veolia)</b></p> <ul style="list-style-type: none"> <li>• Planning has been tasked with identifying suitable sites.</li> <li>• Utilise sites identified as part of previous contingency exercise (to be updated).</li> </ul> <p>There would be planning challenges with introducing</p>	<p>Update : 2-2-15 - Additional site being worked up – separate briefing available. Discussions taken place with Veolia regarding setting up, running and costs involved in an additional site. Awaiting quote from Veolia for the additional manning costs.</p> <p>Update – 12-2-15 - Following discussions with the Environment Agency, any new site (without an existing waste management permit) will require a standard rules permit to</p>

				<p>additional sites.</p> <p>There would be waste permitting challenges with introducing additional sites.</p> <p>There would be an additional cost in the form of x3 employees, estimated at a nominal £100/man/day based on a c. 8 hour day. i.e. £300/day/site, plus an additional notional charge for use of any of Veolia vehicles (primarily fuel costs). ????</p> <p>This could cause confusion with the public being uncertain where to visit and when. Good, clear advance communications would be required.</p>	<p>be issued, due to presence of biodegradable waste, this requires a consideration period of 4 months by the EA once duly made. Be aware that they are not always on time with these periods depending on workload, plus may revert with further or clarifying questions which can start to add significantly to timeframes - especially if third parties object (which is always possible with a new waste management facility).</p> <p>It is not possible to deliver a new site this season, however, the other improvements under “additional capacity at current facilities” it is envisaged that these will significant improve matters.</p> <p>26/2/15, 19/3/15, 1/4/15, 16/4/15 – proposal reported to Weekly Waste meeting with an update</p> <p><b>NOT IMPLEMENTED – AGREED TO SUSPEND AT WEEKLY WASTE MEETING. GO WITH PROPOSALS UNDER ADDITIONAL CAPACITY</b></p>
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## REDUCE DEMAND

Issue	Site	Description	Benefits	Action being taken	Outcome
<b>Extend Opening Hours</b>	All	Extend opening hours at weekends	Potentially provides better management of loading on site. Requires public to be directed to use longer hours rather than peak times as currently limited use of late nights during the week	<p><b>Action by : BCC (FWM) and Veolia</b></p> <p>Opening hours to be extended on Saturdays and Sundays to <b>8am – 8pm</b>. Summer hours for 7 days per week.</p> <p>This is subject to agreement from the EA – not expected to be withheld. Done through overtime for existing staff</p> <p>Approximate cost would be £27 / site / 30 minutes extra opening / day. ie. it would cost £135 / day for an extra 30 minutes opening on all sites ????</p>	<p>Update : 2-2-15</p> <p>Veolia made the necessary arrangements. Additional costs to be provided to BCC</p> <p>Update : 12-2-15</p> <p>This is being actioned from March (when the summer opening hours commences).</p> <p>26/2/15, 19/3/15, 1/4/15, 16/4/15 – proposal reported to Weekly Waste meeting with an update</p> <p><b>IMPLEMENTED FOR 3 SUPER SITES</b></p>
<b>Traffic Counters</b>	ALL	Utilisation of the data from the traffic counters installed on all sites to allow the website to be updated for peak times – Red, Amber, Green times at each site	<p>This will allow on-going monitoring of volumes and usage levels including peak periods.</p> <p>Reduce usage of the site at the busiest times</p>	<p><b>Action by : Veolia and BCC</b></p> <p>Veolia to provide separate proposal to be submitted with costs</p>	<p>Update : 2-2-15</p> <p>Data has been analysed and this will be loaded onto the Veolia website for access by residents</p> <p>Update : 12-2-15</p> <p>Waste Stream visibility for all sites has been worked up and this is possible. A snapshot will be taken every 5 (approx.) minutes and then a flag of the status (depending on how</p>

					<p>busy, how many vehicles in site) will be posted.</p> <p><b>IMPLEMENTED</b></p>
<p><b>Prevent usage by non-Birmingham residents/traders</b></p>	<p>ALL</p>	<p>Stop usage of the site by any other than residents, FWM or Veolia</p>	<p>Ensure only essential vehicles are utilising the site</p>	<p><b>Action : FWM/Veolia Urgently consider following options :</b></p> <ol style="list-style-type: none"> <li>1. Improve postcode rejection – strictly adhered to</li> <li>2. Consider alternative scheme (production of Council Tax bill) – residents have to produce and barcode is scanned</li> <li>3. Installation of ANPR cameras – approval for installation</li> <li>4. Not allowing other Council’s residents in (agreements)</li> <li>5. Reducing number of van permits from 12 to 6 (green exempt) OR</li> <li>6. Site specific for vans OR</li> <li>7. Van only days/times Sunday morning at quietest site</li> <li>8. Charity pass vehicles at non-peak times only and at specific site</li> </ol>	<p>Update : 2-2-15</p> <p>Options are being worked through</p> <p>ANPR quote has been received – approx. £60k (not including any other SB costs if these were applicable)</p> <p>Update : 12-2-15</p> <p>Preferred option to speed up with action (with causing undue negative publicity and cost) is to request the production of a Birmingham residents Council Tax bill from 1 April 2015</p> <p>We will have to be lenient at first to allow for residents to remember to bring them.</p> <p>This will be communicated out through posters and leaflet at the HRC. DRAFT is being drawn up</p> <p>26/2/15, 19/3/15, 1/4/15, 16/4/15 – proposal reported to Weekly Waste meeting with an update</p> <p><b>NOT IMPLEMENTED – AGREED TO</b></p>

				<b>NB. There may be some negative publicity around these temporary arrangements, which need to be fully considered</b>	<b>SUSPEND AT WEEKLY WASTE MEETING.</b>
<b>Consider Webcam installation</b>	ALL	Install Webcam facility so that residents that view (on line) the queues before they leave for the HRC	Reduce congestion  Allow residents to check for themselves and make a self-informed decision	<b>Action by : Veolia/FWM</b>  Quote received – approx. £10k per site	Update : 2-2-15 Quote received from Veolia – approx. £2k  Update : 12-2-15 - See traffic counters above  26/2/15, 19/3/15, 1/4/15, 16/4/15 – proposal reported to Weekly Waste meeting with an update  <b>IMPLEMENTED</b>

## 2. SAFETY

Issue	Site	Description	Benefits	Action being taken	Outcome
<b>Traffic Markings</b>	Lifford Lane	Continue with the water filled type barriers to prevent southbound through motorists overtaking queuing vehicles, onto the wrong side of the road.	Avoid overtaking traffic both ways which has been causing a problem and potential safety hazard.  To enforce further control of the traffic.	<b>Action by : BCC (FWM and Highways)</b>	Update : 2-2-15  <b>IMPLEMENTED</b>
<b>Cameras on vests</b>	ALL	Consider Veolia staff having cameras on their vests to reduce the likelihood of assault	<ul style="list-style-type: none"> <li>• Safety for on site staff</li> <li>• Keep situation calm</li> <li>• Improve customer experience for all</li> </ul>	<b>Action by : Veolia to consider</b>	Update : 2-2-15 - Awaiting quote and decision from Veolia  NOT IMPLEMENTED – DUE TO POTENTIAL ANTAGONISATION TO

			<ul style="list-style-type: none"> <li>Speed up throughput</li> </ul>		WORKFORCE
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### 3. COMMUNICATIONS/PROMOTION

Issue	Site	Description	Benefits	Action being taken	Outcome
<b>Information Signage on entry to HRC</b>	All	Install signage on access roadways at each site to inform users of peak times, how to speed up throughput, van + trailer access	<p>Manages usage volumes to reduce demand at peak times.</p> <p>Ensure public fully informed</p>	<p><b>Action by : Veolia</b></p> <p>Veolia to produce</p>	<p>Update : 2-2-15</p> <p>Work on this has commenced but cannot be completed until we know which of the above actions we are implementing. Veolia will provide this information.</p> <p>Update : 12-2-15</p> <p>DRAFT poster and leaflet being produced to communicate out about extended opening hours, webcam facility, app facility, additional facilities/capacity on site</p> <p><b>IMPLEMENTED</b></p>
<b>Information to users regarding the green waste service</b>	All	Leaflets to be handed out to inform/remind residents of the green waste service and how to sign up	<p>Promote service</p> <p>Ensure public fully informed</p>	<p><b>Action by : BCC and Veolia</b></p> <p>FWM to get additional leaflets to be handed out at the HRCs</p>	<p>Update : 2-2-15</p> <p>At each site 2 banners have been provided and have been displayed since 1.1.2015, in addition we have provided the poster to be displayed in the A1 frames.</p> <p>Update : 12-2-15</p> <p>We have some sales leaflets stored at</p>

					<p>Montague Street Depot that we intend to deliver to the HRC sites (w/c 9-2-15). We intend to provide a further supply before Easter Bank Holiday. Veolia staff at the HRC sites will issue the sales leaflet as appropriate and walk any queues in the same way as we did last season</p> <p><b>IMPLEMENTED</b></p>
<p><b>Clear Information on Webpages (esp. in relation to sites open until 8pm)</b></p>	-	<p>Clear information on webpages regarding access times, peak hours, time saving tips</p>	<p>Manages usage volumes to reduce demand at peak times.</p> <p>Ensure public fully informed</p>	<p><b>Action by : Veolia</b></p> <p>Veolia to produce</p> <p>See webcam installation and traffic counters options above</p>	<p>Update : 2-2-15 - Veolia to update website</p> <p>Update : 12-2-15</p> <p>See traffic counters and webcam above – information will be posted on the website about current usage</p> <p><b>IMPLEMENTED</b></p>