Potholes fixed within 24 hours

Greener weekly collections pages 4 & 5
Summer fun in the borough pages 14 & 15
Meet your councillors pages 16 & 17
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Dear resident,

This edition of Around the Royal Borough marks the start of the new municipal year, where we recommit to some of our long term projects and start work on some new ones that matter most to you.

In this edition you can find out more about our commitment to fix potholes within 24 hours of being reported and ensuring that every road is inspected annually on pages 10 and 11, and you can find an update on our two leisure centre projects, Braywick Leisure Centre in Maidenhead and the Oaks Leisure Centre in Sunningdale on page 12.

On page five you can read about our new waste and recycling contract which sees weekly waste and recycling collections maintained as well as new initiatives which we hope will make recycling easier and more convenient for you.

There is an update on the many regeneration projects now up and running in Maidenhead on page eight.

These, like all major projects of their type, may cause some short-term disruption but we are committed to ensuring this is kept to a minimum and that you are kept informed as the projects move forward.

Thank you in advance for bearing with us as we enter this phase of transformation in the town.

Finally, we have included a page introducing your new councillors who are here to serve you over the next four years. I hope this proves helpful should you need to contact one of us. You can find this on pages 16 and 17.

The summer edition of Around the Royal Borough is always one of my favourites, as it includes a round-up of all the things to do and activities available across the borough for you and the family to enjoy.

Our borough in full bloom, with the sun shining, is a stunning place. I do hope that you have a chance to enjoy the better weather, be that out on the river Thames, taking a bike ride along one of our many cycle paths or just relaxing in your garden.

Wishing you a healthy and happy summer.

Best wishes,
Cllr Simon Dudley
Making your weekly waste and recycling services greener

Earlier this year we announced that a new provider, Serco, had been appointed to provide your weekly waste and recycling collections.

Serco, a British owned and based company and a member of the FTSE250, will continue to deliver weekly collections and gradually introduce a host of new initiatives to help reduce carbon emissions and increase recycling rates.

Collecting small electrical items and batteries from the doorstep

As part of the new contract we will be collecting small electrical items such as unwanted toasters, kettles, hairdryers and batteries from the kerbside.

You won’t need to take items like this to the tip or specialist recycling centre. You’ll still be able to recycle textiles and unwanted clothes, general recycling and food waste at the kerbside.

Serco 360°

Serco 360° is an environmental reporting tool which allows collection crews to take more responsibility for issues they see as they carry out their work.

It’s essentially an extra set of eyes and ears and crews will be able to easily report common issues like blocked gullies, flytipping, potholes and broken street lights etc. The tool will also allow the crews to be a good neighbour and will allow them to keep an eye out for vulnerable members of our community and report anything unusual as they do their rounds.

Serco will take over the contract in the Royal Borough from 30 September 2019 and there will be no initial changes to collections.

Bin truck ahead?

Each week our collection crews empty almost 150,000 bins. They do a dangerous and demanding job, which is made more hazardous by speeding motorists.

The collection trucks are fitted with CCTV and when crews are out and about, any footage of reckless driving can be passed onto Thames Valley Police with potential prosecutions for driving without due care and attention.

Please be patient and slow down when approaching or passing a collection truck on the same side or even on the opposite side of the road. The crews continually cross the roads to empty the bins and while they receive ongoing training about road safety, motorists should be extra vigilant and slow down on both sides of the road.

A greener fleet of trucks

Launching at the end of the year will be our new fleet of collection trucks which will be more sustainable with 30 percent less carbon emissions thanks to research, investment and hybrid technology.

The trucks will also have ‘whisper quiet’ electric bin lifts which will reduce carbon emissions and the disturbance associated with noisy, conventional hydraulic lifts. Next year, Serco will also be carrying out a pilot on electric collection trucks, working with the manufacturer, Dennis Eagle, with the aim of introducing zero emission waste collections.

The new trucks will also be fitted with cycle safety sensors providing additional safety measures to protect cyclists.

Van permits for recycling at Stafferton Way

If you need to get rid of waste and you visit the site in a van or commercial-type vehicle, you will need to apply for a permit.

After submitting an application, a permit will be emailed to you. You can then either print off the permit or show the permit on your smart phone or tablet to the staff on entry at the Stafferton Way site.

Mobile coverage at the Stafferton Way site can be poor so please take a screen shot of the permit if you are using a smart phone or tablet.

Please make sure you are only bringing your own general household rubbish and recycling as we cannot accept any commercial waste. There is a height restriction barrier which operates at 2.1m or 6’9”. Vans longer than 5.5m will not be allowed onto the site.

Please note, in order to maintain a safe environment for both residents and staff, we are unable to receive long wheelbase panel vans, flatbed/cage tippers or rear twin axle vehicles. In addition ‘luton’ vans and stafferton way are too large to be accepted.

Trailer will be accepted at the site without a van permit. However only trailers up to 2 x 1.3m will be permitted.

Around the Royal Borough

Well-managed resources delivering value for money