

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO SUBJECT OVERVIEW AND SCRUTINY COMMITTEE 3

17 SEPTEMBER 2018

REPORT OF THE CORPORATE DIRECTOR COMMUNITIES

WASTE SERVICES

1. Purpose of Report

1.1 The purpose of this report is to advise the Committee in relation to the delivery and performance of the Council's Waste Services Contract.

2. Connection to Corporate Improvement Objectives / Other Corporate Priorities

2.1 Priority 3: Smarter use of resources. This means the Council will ensure that all its resources (financial, physical, human and technological) are used as effectively and efficiently as possible and support the development of resources throughout the community that can help deliver the Council's priorities.

3. Background

3.1 On 22 November 2017 Subject Overview and Scrutiny Committee 3 received a report on the new waste contract and raised questions relating to the performance and operation of the Council's waste services contract.

4. Current Situation / Proposal

4.1 Since the introduction of the new waste and recycling collection service on 5 June 2017 the performance of the Council's waste partner Kier and the delivery of waste collection services has gradually but significantly improved. While some challenges to the service occur from time to time in isolated locations, Officers and the Contractor's staff continue to work closely to overcome these as required.

4.2 Details which evidence the improvement in performance are included in the responses to the specific questions raised by Scrutiny as set out below. While the performance overall is now considered to be consistent with industry standards, some parts of the service including collection arrangements in some housing estates which rely on communal collection points such as Wildmill are yet to be fully resolved despite the efforts of Officers of the Council and the Contractor. Further details on the measures taken to date are set out in the response to Scrutiny's questions below:

1. *Recycling performance statistics for other Local Authorities for comparison and benchmarking against Bridgend.*

Information relating to the recycling performance of Welsh Local Authorities is attached as **Appendix A**. The figures have been extracted from published data collected by Natural Resources Wales (NRW) from waste data flow information supplied by individual Welsh Local Authorities. The information contained in the statistics has been subject to extensive audit and can be considered to be robust and accurate. From the details supplied for the 2016/2017 financial year, during the last year of the previous waste contract, Bridgend was ranked 21st out of the 22 Welsh Councils with a recycling rate of 57.9% .

Following the introduction of the new waste and recycling collection services in June 2017 the preliminary figures for the 2017/2018 financial year place Bridgend 2nd in Wales with 68.61% recycling. However, it should be noted that the new waste and recycling collection system did not commence until 5 June 2017. As such, we would anticipate that Bridgend will see further improvements in the figures for the current 2018/2019 financial year. Early indications are that the figure for this year will exceed 70%.

The current municipal waste recycling targets as set by the Welsh Government are: 64 per cent recycling by 2019-20 and 70 per cent of waste recycled by 2024-25. It should be noted that the Welsh Government is currently reviewing these targets and it is likely that the target will be raised further.

2. *The future recycling of black plastic (i.e. food cartons, etc.).*

The recycling markets for recovered plastics is in a state of contraction. In 2017 66% of the packaging recovery notes issued for plastic were from accredited exporters, 25% of this for material exported to China. Since China's ban on various waste imports, other countries have followed suit.

- In January 2018, Vietnam stopped issuing waste import licences.
- Malaysia have also revoked 114 import licences from factories that are now un-licenced and unable to import waste plastic.
- In July 2018, Thailand banned all imports of plastic and electronic waste.
- In August 2018 and subject to a 60 day notification period, Taiwan announced that it was banning the import of mixed household waste plastic.

Therefore, significant demand for plastics has been taken out of the global market.

Plastic recyclers now more than ever have the pick of material available in the market and will prioritise quality.

With regards to household plastic bottles and packaging, the priorities are as follows:

- Grade A – mixed plastic bottles
- Grade B – mixed plastic bottles and packaging (excluding film and black plastic)
- Grade C – mixed plastic bottles and packaging (with some film and black plastic)

Although historically, a £30-£50 per tonne drop in price could have been forecasted from Grade B and C, we are in uncharted territory and in a situation where past performance may no longer be a guide or indicator of the future.

Adding film and food trays to Bridgend's current plastic recycling stream poses two risks

- The risk of devaluing the current product by £50 per tonne or more
- The risk of being left with an unsaleable product is high in the current market

The cost of accepting film and black plastic trays within Bridgend's plastic recycling system is estimated as a loss of revenue of £110,000 per annum based upon 2,200 tonnes at £50 per tonne.

It is recommended that this option is kept under review but at this stage, whilst the market is contracting and there is real challenge with demand, any change poses significant risk.

3. *The performance of the call centre including the average time taken to answer a call. Members also queried if the call centre was still based in Torquay.*

The Council's main point of contact for service requests and complaints remains the responsibility of Kier under the Council's contract with them. Kier have elected to deliver the services detailed in the contract for handling service requests and complaints through their customer contact centre 'Tor2' based in Torquay.

Extracts of the customer contact centres performance for July 2018 are detailed for consideration by Scrutiny in **Appendix B**.

For the week commencing Monday 23rd July 2018, taken as a sample week for the purposes of this report, the worst performance at the contact centre for calls not answered within 2 minutes was Wednesday

the 25th July when a total of 204 calls were taken; of these 13 took more than 2 minutes to be answered, which is just over 6% of calls. The contact centres best performing day for that week was Tuesday 24th July when 203 calls were taken with 1 call not answered within 2 minutes, which is just under 0.5% of calls.

The performance of the contact centre can be affected by several factors including numbers of calls, call concentration, i.e. the spread and numbers of calls being received at the same time, operator absence etc. The performance of the contact centre has measurably improved since mobilisation when early teething troubles combined with large volumes of calls led to the acknowledged difficulties at the time, and generally now performs to specific contractual performance levels.

4. *Are there any plans for Kier to assist with recycling from Bridgend County Borough Council (BCBC) offices and schools?*

Refuse and recycling from schools and other council buildings is subject to separate commercial arrangements outside of the Kier contract.

There is no obligation on the Contractor under the terms of the Council's Contract with them to offer services to schools and other Council owned premises. While the contract requires the Contractor to offer commercial waste services, the budget for the management of schools is delegated to individual schools and it is a matter for them to establish the most cost effective mechanism for the disposal or recycling of waste. The majority of schools have elected to have their waste collected by contractors other than Kier.

5. *The impact of the recently recruited senior managers associated with the Bridgend contract and front line operative staff. Was recruitment successful? Have all staff now been given full induction and training?*

The senior posts of Business Manager and Operations Manager have been successfully filled. Since the appointment of the team and the re-structure at Bridgend, the performance has significantly improved. The team have implemented a number of initiatives to aid the performance and the service delivery as follows:

1. Strategy Improvement Planning Systems
 - a. To problem solve key issues that affected the contract
 - i. Missed collections
 - ii. Delivery issues
2. Team structure to drive service and improvement
 - a. Daily meetings
 - b. One to one meetings with staff
 - c. Engagement, challenge and support culture being developed
3. Efficiency Continuous Improvements with Team wide interaction

- a. Tipping time reduction to increase productivity and service levels
 - b. New vehicles and increased capacity aiding with improved tipping and collections
6. *Information on the updates to the Community Recycling Centres (CRCs) including the instalment of the polystyrene baler and webcam so residents are able to monitor the traffic flow at the site.*

The baling idea for polystyrene has been re-reviewed and seen as being not cost effective against other options. Currently Kier have entered talks with a third party that will recycle polystyrene back into re-usable packaging - this method would be more cost effective to the client and the contractor and achieve the same outcome. Further updates will be provided as discussions continue.

The webcams have been installed and require setting up by the BCBC IT team and the Kier service provider so that the cameras can be viewed. This should be in place within the next few weeks.

7. *Change of days for the communal collections - Has this happened? Has the service shown improvements since the change?*

The contractor in conjunction with officers initially revised communal collection days to rationalise the operations. This did cause some confusion and issues with Housing Associations, the collections however now have settled into new scheduled collection days, which residents and Housing Associations are aware of.

Collection days have been agreed to avoid the growing impact of waste build up at the communal areas by deploying recycling collections on a Monday, Wednesday, Thursday and Friday every week and refuse once a fortnight on a Thursday. Kier has also deployed an additional day on Monday for key areas such as Wildmill to minimise overspill. This has allowed the waste to not build to excessive levels.

Kier has set up better locations for residents to dispose of their waste in key areas such as Wildmill. Kier has also been involved in discussions with members and officers to help residents have better facilities for food waste and sack deliveries, with V2C being issued with food caddies and sacks to give as part of a welcome pack to new residents.

8. *Impact of the new collection vehicles. Have they made collection rounds more efficient?*

Yes the collection rounds are more efficient. The impact of the new collection vehicles has been significant for the following reasons:

1. Roadside collections

- a. The vehicles have been designed specifically to compliment the recycling collection equipment deployed within Bridgend
- b. The vehicle aids safer and more efficient collection of kerbside recycling
- c. There is no need to pre-sort at the Kerbside
- d. Vehicles are more efficient due to being able to compact both card and plastic resulting in greater carrying capacity for these streams

2. Tipping of material

- a. The ability to safely and quickly eject card in the transfer station
- b. The ability to safely and quickly eject plastic in the transfer station
- c. The ability to store more of a payload for glass, food, textile and WEEE

9. *Outcome of the review of BCBC in house Street Scene enforcement activity.*

Work on tender documentation to seek a litter enforcement partner is currently ongoing and is expected, subject to the usual approval process, to be completed in readiness for the commencement of enforcement activities during the spring of 2019.

Commissioning external support is considered in the current financial climate to be the most appropriate way forward. The commission at this stage will be on the basis of a one year contract with the ability, by mutual agreement, to extend the contract by up to a further 12 months. This will allow the Council to review the success of the arrangement and to form a view on how it should proceed in the future.

The Council's ability to attract and appoint an external enforcement partner through a procurement exercise will largely depend on the markets appetite and the bidders view on risk position with regard to the Council tender, as we do not expect to pay for the contract, bidders will have to be assured that the service specified can be self-funding. Scrutiny may have read a recent BBC report which detailed the experiences of several other Welsh Councils who have commissioned the services of Kingdom Services Group Limited. This report purported that the company were withdrawing from providing enforcement services in Wales. While the commercial position of Kingdom is clearly a matter for the company, it nevertheless demonstrates the potential difficulties which lie ahead and which need to be taken into consideration when seeking to engage an external company to act as the Council's enforcement partner.

The current view of officers is that sufficient companies are providing enforcement services to ensure that a robust and competitive process of

market testing can take place and that the Council will be able to secure an enforcement partner on the terms of its tender.

A recent report in Wales On Line highlighted the problems that Merthyr Tydfil Council have experienced following the appointment of additional enforcement officers to strengthen in house enforcement of street litter and dog fouling. The report drew attention to the fact that in the 12 months following the introduction of the additional enforcement officers, no fixed penalty fines were issued. While the reasons behind this were not presented in detail the report did site problems from the outset with the measure. The Cabinet Member for Neighbourhood Services, Planning and Countryside was quoted as saying that the Council had four options on how to proceed which included continuing services in-house, stopping all enforcement, using an external agency or using street wardens. The report highlights the difficulties that are being experienced by many local Authorities in Wales in seeking to tackle the issue of street litter and dog fouling enforcement.

Each of the options present their own unique set of challenges, which need to be overcome to deter those who would otherwise routinely discard their litter or leave their dog fouling on the street, to the detriment of the Borough, while avoiding alienating the wider community by being perceived as overly autocratic or profiteering.

Cabinet approved at their meeting on the 17 July 2018 a public consultation exercise on the making of a Public Spaces Protection Order which would introduce dog contracts in the County Borough and would give the Council the power to issue fixed penalty notices for dog fouling. The results of this public consultation when concluded will be set out in a future report to cabinet for consideration.

10. *Longer term trend of fly tipping. What are the figures of fly tipping in the Borough? Have they improved? Domestic or business.*

The latest figures relating to Fly Tipping on Relevant Land are presented for consideration by Scrutiny in **Appendix C**. Scrutiny will note that since the introduction of the new waste services collection system in June 2017 figures relating to fly tipping have increased. It should be noted that some of this increase will be directly attributable to operations by the Council's Cleaner Streets team in addressing blue bag refuse sacks, presented incorrectly by households and picked up by cleaner streets. In picking up these sacks and disposing of them with the street cleansing waste it will somewhat distort the street cleansing tonnage figures as this now contains some typically household waste, It is not possible to quantify this effect with any accuracy.

The figures presented for complaints received for fly tipping on all land need to be treated with some caution as they do not directly correlate with fly tipping incidents. This is due to multiple complaints being logged for some instances of fly tipping. These figures also relate to fly tipping

reported on both relevant land and land in private ownership, for which the Council is ordinarily not responsible for clearing.

In both cases Scrutiny will note the figures for April this year which show an increase in the numbers of fly tipping incidents. We believe this is directly related to reports of fly tipping following stronger enforcement of the Council's residual waste two bag rule, where households presented more than their two bag limit. A number of such incidents were reported and logged as fly tipping. Where the offender is identified action which may be taken is for the individual to remove the material and dispose of it appropriately or face financial penalty. It can also be seen that these figures are now returning to previous levels.

Regrettably incidents of fly tipping will continue to be recorded for so long as irresponsible individuals seek to avoid disposal charges for commercial waste or subvert the Council's policy on household waste and not recycle as is required.

11. *A breakdown in the number of Member referrals received before the new contract in a typical month and what they were related to and a breakdown of the number of referrals received since April 2018.*

Information relating to Member Referrals is not held within the system by subject. It is therefore not possible to easily extract this detail and to do so would require several hours of staff time to separately identify and record each referral with regard to waste services from all of the referrals made by Members and to arrive at a total and the area of waste service they related to.

Information on the numbers of public requests for service is presented for Scrutiny in **Appendix B**.

12. *A review of the Absorbent Hygiene Products (AHP) bags be considered to include the monetary impact against environmental impact.*

The exact contractual financial value of the AHP service is commercially sensitive and hence not included in the report. However, expressed as a percentage, the AHP service cost represents 4.38% of the overall waste contract and disposal costs.

The AHP service contributes an approximate 2% of the total recycling tonnage.

13. *Clarification on the entry of vehicles to the CRC's and how a commercial vehicle is determined? Size.*

Details of the vehicle types and sizes permitted to enter the Council's Community Recycling Centres (CRC) are presented in **Appendix D**. It should be noted that these controls have been established as a mechanism to prevent businesses from depositing waste in the Council's

CRC to avoid incurring disposal charges which can run upwards of £90 per tonne of material. There would be a significant cost to the Council if it were to remove these controls along with a corresponding impact on its statutory recycling target.

Where householders operate larger vehicles and trailers they are able to apply for permission to enter the CRC sites. In applying for such permission the householder is asked for the details of the materials that they will be disposing of, the type and registration of the vehicles they will be using. They are then given a date on which they can enter the sites.

14. *What sanctions have been given to Kier for non-compliance? Including non-delivery of receptacles and missed collections. How many “points” have they been penalised since the start of the contract and what does this equate to in monetary terms.*

In year 1 of the contract 424,862 points were calculated under the mechanisms within the contract. The financial settlement taking into account mitigation is commercially sensitive and hence cannot be included within this report.

In the current year typical points are circa 9,100 per month and decreasing. The financial deductions associated with these points are now agreed and subtracted each month.

It should be noted 1 point does not equal 1 performance failure due to the points value and multiplier. For example 1 late container or sack delivery = 5 points with a multiplier for each additional day over the planned 10 day window. One missed collection is 2 points, whereas one missed AHP collection is 25 points again with multipliers for each additional day uncollected.

15. *How are the collections in communal areas being managed? Are there enough receptacles available for residents to dispose of their waste and recycling?*

Education Officers have been instrumental in communicating with Housing Associations and private landlords to establish the needs within those communities. A mixture of educating residents and reviewing the location and number of recycling containers, has improved the levels of contamination and resolved issues with overflowing bins. Whilst some locations are working effectively, there is still work to be done in isolated areas.

There are also issues with historic communal collection points which are being challenged and, where appropriate, these collections points are reverting to kerbside collections.

Kier has deployed in key areas, such as Wildmill, 12 extra recycling bin sets further to discussions with officers, members and V2C to provide increased capacity at better locations for the residents to dispose of their waste, and have better facilities for food waste and sack deliveries, including starter packs for new residents within this area.

5. Effect upon Policy Framework & Procedure Rules

5.1 This report has no effect on Policy Framework and Procedural Rules.

6. Equality Impact Assessment

6.1 There are no equalities implications as a result of this report

7. Well-being of Future Generations (Wales) Act 2015 Assessment

7.1 The well-being goals identified in the Act were considered in the preparation of this report. It is considered that there will be no significant or unacceptable impacts upon the achievement of well-being goals/objectives as a result of this report.

8. Financial Implications

8.1 There are no financial implications regarding this report.

9. Recommendations

9.1 Subject Overview and Scrutiny Committee 3 are asked to note and provide comment on the contents of this report.

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Background Documents: None

Appendix A
Welsh Local Authority Recycling Performance

Audited Recycling rates 2016/17	%	Provisional recycling rates 2017/18	%
Local Authority		Local Authority	
Ceredigion County Council	70.11	Isle of Anglesey CC	72.19
Wrexham CBC	68.73	Bridgend CBC	68.61
Monmouthshire CC	68.72	Flintshire County Council	67.64
Flintshire County Council	68.20	Caerphilly CBC	66.69
Carmarthenshire County Council	66.23	Monmouthshire CC	65.77
Isle of Anglesey CC	65.79	Wrexham CBC	65.44
Caerphilly CBC	65.52	Denbighshire County Council	64.21
Vale of Glamorgan Council	65.33	Ceredigion County Council	63.70
Pembrokeshire County Council	65.29	Conwy CBC	63.65
Powys County Council	65.20	Carmarthenshire County Council	63.64
Merthyr Tydfil CBC	65.09	City and County of Swansea	63.26
Denbighshire County Council	64.69	Vale of Glamorgan Council	63.21
Rhondda Cynon Taff CBC	64.41	Merthyr Tydfil CBC	62.74
City and County of Swansea	63.70	Rhondda Cynon Taff CBC	61.31
Torfaen CBC	63.59	Torfaen CBC	60.58
Neath Port Talbot CBC	62.77	Neath Port Talbot CBC	60.54
Conwy CBC	62.58	Powys County Council	60.45
Newport City Council	61.39	Gwynedd Council	60.27
Gwynedd Council	61.08	Newport City Council	59.82
Cardiff County Council	58.12	Cardiff County Council	59.77
Bridgend CBC	57.90	Pembrokeshire County Council	57.00
Blaenau Gwent CBC	56.77	Blaenau Gwent CBC	56.00

Appendix B

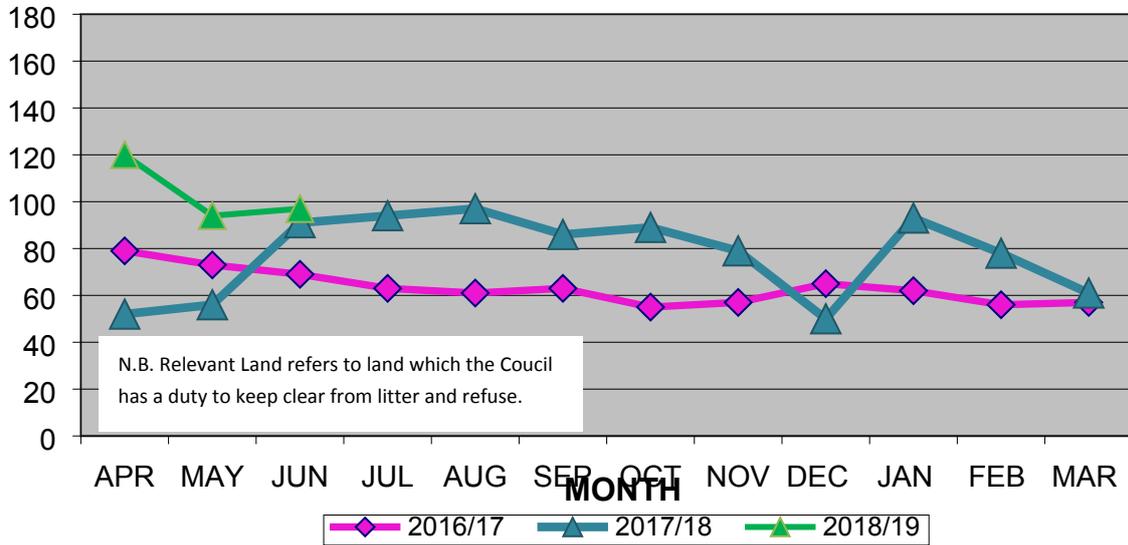
Monthly Call Statistics for July 2018

DAY	Calls Taken	Abandoned	Voicemails	Calls Not Connected in 2 Mins
02nd	271	4	3	6
03rd	246	7	3	8
04th	183	9	4	13
05th	168	3	2	5
06th	157	26	17	42
09th	257	17	7	21
10th	221	3	1	2
11th	244	12	6	15
12th	180	5	3	4
13th	170	13	9	20
16th	231	13	7	20
17th	204	4	5	9
18th	228	14	7	19
19th	193	9	7	15
20th	184	5	1	2
23rd	242	7	0	5
24th	203	1	0	1
25th	204	13	12	13
26th	196	11	6	9
27th	184	5	1	1
30th	206	15	3	14
31st	202	7	4	11
Totals	4574	203	108	255

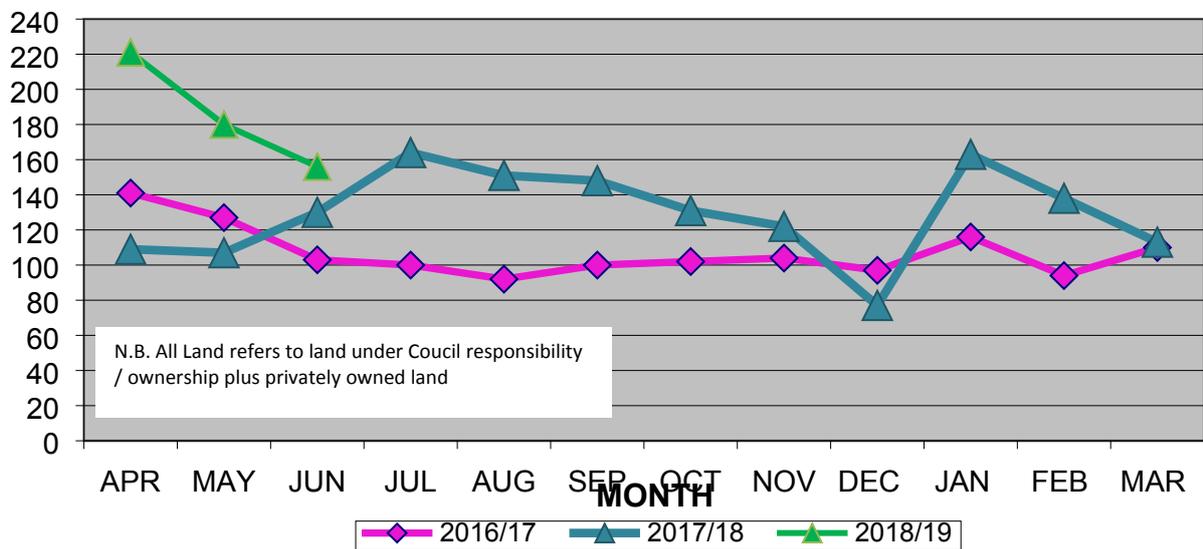
ECHO								CALLS					Emails			
Categories	23	24	25	26	27	28	29	DAY	Calls Taken	Abandoned	Voice mails	Calls Not Connected in 2 Mins	DAY	Customer Emails Received	Asbestos Assessment	Dispensation Disability etc.
KR Container Requests	104	70	70	72	53	1	1									
KR Missed Collection	7	5	8	9	10	0	0									
KR Other	32	33	32	28	15	0	0									
Echo Raised through Portal	26	31	24	17	23	5	7									
TOTAL	378	300	303	291	239	5	7	Total	1029	37	19	29	Total	284	5	2

Appendix C

Fly Tipping - Number of Incidents Reported - Relevant Land



Fly Tipping - Number of Complaints Received - All Land



Appendix D

Visits to Community Recycling Centres (Tip Notes)

The authority in partnership with its waste contractor runs 3 Community Recycling Centres (CRCs) at various locations (Tythegston, Brynmenyn and Maesteg) throughout the borough.

- If a householder wishes to dispose of domestic waste at any CRC, they are required to register their visit (tip note) should they wish to take the waste in any vehicle other than a private car.

To register for a 'tip note' the householder will contact the Authorities call centre, where the option to press 1 for waste directs the householder to the Contractors call centre and the request is logged on the ECHO system.

- When taking a call from a customer the following details are taken –
 - Name, address and telephone contact details,
 - The CRC the customer wishes to visit,
 - The day the customer wishes to visit the CRC,
 - The items the customer wishes to take to the CRC as this could result in an assessment of the material being required,
 - The registration number, make and model of the vehicle to be used.
- The Authorities website informs the householder that they are required to give 48 hrs notice to the Authority of a visit to any CRC, however, if a customer contacts the call centre before 12 Noon it is sometimes possible to allow the householder to visit a CRC the next working day, this is dependent on the amount of material the householder wishes to take to the CRC and the possible need for an assessment of the material to be undertaken by the supervisors.
- The contractor's officers at Tondu forwards a report for each separate CRC's to the contractor for the forthcoming site visits (Tip Notes) at 12 Noon daily The reports contains the following information:-
 - Date of visit.
 - Registration number, make and model of vehicle
 - Item(s) to be deposited
 - Additional Information (Photos / number of loads)

- Reports forwarded on Fridays contain information on visits for Saturdays, Sundays and Mondays. In the event of bank holiday(s) the report prior to the holiday(s) will contain the information for the bank holiday(s).
- The reports are then distributed to the CRC's, so that the operatives are aware of forthcoming visits.

The criteria for vehicles allowed to enter the CRC with domestic waste are as follows:-

- No vehicle carrying commercial waste will be allowed into any CRC,
 - Private cars do not need a 'Tip Note'
 - larger vehicle up to a short wheeled based transit van type require a 'Tip Note' to take domestic waste to any CRC,
 - NO tippers, flat beds or box vans allowed,
 - Pick-ups vehicles require a 'Tip Note',
 - Any vehicle with an open back will require a 'Tip Note',
 - Trailers are allowed into a CRC subject to the following :-
 - Trailers up to 5ft are allowed into the CRC's without a 'Tip Note' but have to be towed by a private car,
 - Trailers between 5ft and 6ft 6in require a 'Tip Note' (the measurements refer to the bed length of the trailer)
 - Trailers over 6ft 6in are not allowed in any CRC
- 'Tip Notes ' are not automatically booked for certain items i.e. building materials(rubble, wood etc.) or large amounts of general materials. Requests to deposit this type of material at a CRC require an assessment of the materials to be undertaken by the Authorities inspectors.
 - For asbestos and asbestos related material an assessment is always required as a charge is made to deposit this material at any CRC. (Asbestos procedure is dealt with below).
 - A 'Tip Note' assessments involve the following:–
 - The householder is questioned on initial contact as to the nature of the material to be taken by the householder to the CRC. If it is deemed by officers that an assessment is required (due to the nature or volume of the material) the householder is informed that an assessment is required and it is booked in on the ECHO system.
 - Reports of assessment required (including Asbestos) are supplied to contractor's supervisors on a daily basis, the reports covers assessments to be undertake on that particular day.

- A Contract supervisor visits the customer's address and if the materials are allowed to be taken to the CRC, photographs are taken of the materials and sent along with a daily report to the contractor.
- Assessments are booked in at least one working day in advance.
- On completion of the assessment and if the material is allowed the customer has to re-contact the contractor's call centre and book a 'Tip Note' to access the CRC
- Small vans are allowed up to 3 loads, a transit van is allowed one load – some dispensation may be allowed with an assessment from a supervisor.
- A registration log is maintained with ANPR, to highlight repeated visits above the norm.

Asbestos Procedure

- On receipt of a call related to Asbestos the householder is informed that an assessment has to be undertaken of the material by a Contractor supervisor. The householder will be first asked if a builder has been employed for the removal of the Asbestos as no asbestos removed by builders is allowed to be deposited at any CRC
- The householder is advised that the asbestos skips are only located in Tythegston CRC.
- For asbestos an assessment is always made as this is a chargeable material (costs vary but is based on £10 per standard sheet size - 6ft x 2ft 6" or a 17 Kg bag).
- An appointment for an assessment is booked on the contractor's ECHO system for the next working day
- A supervisor visits the householder and makes an assessment of the material and the price to be charged
- The householder is advised that asbestos deposited at the CRC has to be **double wrapped and bagged prior to being taken to the CRC.**
- Photographs are taken of the asbestos
- If the customer is happy with the price they re-contact the call centre to make payment and a 'Tip Note' is then booked following normal procedures set out above.