



**MINUTES of the Meeting of the  
CHILTERN & WYCOMBE JOINT WASTE COLLECTION COMMITTEE  
held on 21 MARCH 2013**

**PRESENT:**

- Councillor P E C Martin - Chairman  
(Chiltern District Council)
- “ Mrs J Teesdale - Vice Chairman  
(Wycombe District Council)
- Councillors: R Emmett (Wycombe District Council) and G K Harris (Chiltern District Council)
- Officers: J Benson (Chiltern District Council & South Bucks District Council), K Eastman (Chiltern & Wycombe Senior Waste Officer), A Goodrum (Chiltern District Council & South Bucks District Council), A Howes (Chiltern District Council), C Hughes (Wycombe District Council), C Marchant (Chiltern District Council & South Bucks District Council), S Markham (Chiltern District Council) and I Westgate (Wycombe District Council)

**1 CHAIRMAN**

The Committee, after noting that Councillor Mrs A Jones had stepped down from the Cabinet at Wycombe District Council due to ill health, expressed thanks for her contribution to the Joint Waste Project and wished her a rapid return to full health.

The Committee was then asked to appoint a Chairman. Following a discussion and after noting the requirements of the Constitution of the Joint Waste Collection Committee, it was

**RESOLVED –**

- 1. That Councillor P E C Martin be appointed Chairman of the Chiltern & Wycombe Joint Waste Collection Committee for the remainder of the Municipal Year.**
- 2. That Councillor Mrs J Teesdale be appointed Vice-Chairman of the Chiltern & Wycombe Joint Waste Collection Committee for the remainder of the Municipal Year.**

## 2 MINUTES

The minutes of the Chiltern and Wycombe Joint Waste Collection Committee held on 21 February 2013, tabled at the meeting, were agreed as a correct record, subject to the removal of any commercially sensitive information.

It was noted that the minutes of Joint Waste Collection Committee meetings were publicly available at [www.chiltern.gov.uk/democracy](http://www.chiltern.gov.uk/democracy), and the minutes would also be noted at meetings of the Cabinet at both Councils.

### **Minute 5: Programme Report & Risk Register**

An update on the Inter Authority Agreement (IAA) with the County Council was provided. BCC had advised that they would be writing to each district separately inviting them to enter into an IAA with the County Council on an individual basis. Wycombe District Council had not yet received correspondence from the County Council in relation to this. Correspondence had been received at South Bucks District Council and officers had asked the County Council to send correspondence to Wycombe. Clarification on the arrangements for tipping away payments had also been requested from BCC, but had not yet been received.

## 3 DECLARATIONS OF INTEREST

There were no declarations of interest.

## 4 EXCLUSION OF THE PUBLIC:

### **RESOLVED –**

**That under section 100 (A) (4) of the Local Government Act 1972 (as amended) the public be excluded from the meeting for the following item(s) of business on the grounds that they involved the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Act.**

## 5 PROGRAMME REPORT & RISK REGISTER

*Paragraph 3 – Information relating to the financial or business affairs of any particular person (including the authority holding that information)*

Members considered a report providing an update on the joint waste collection programme and during which the following key points were made:

### **Procurement Project**

The contract documents and service delivery plans had been finalised.

### **Mobilisation**

The Joint Committee was pleased to note that the new joint waste contract had been successfully implemented on 4 March 2013 with minimal disruption

to the service. Members reported that positive feedback had been received from residents regarding the smooth transition to the new joint waste service and the pleasant appearance of the new vehicles. The improvements in relation to street cleansing, including the visible reduction in litter, were also noted. A road closure was required on the Marlow by-pass to enable litter to be collected from the roadside and it was suggested that a schedule of road closures be developed. The Joint Waste Committee for Buckinghamshire recently received a report on the 'Love Where You Live' Bucks Little Campaign and Members were pleased to note that officers were working on further invest to save schemes.

Members noted that Red Kite Community Housing had been invited to be included in the joint waste contract during the procurement but had declined. As such, the joint waste service did not include areas of land owned by the organisation. It was agreed that correspondence would be sent to Red Kite Community Housing reminding them that they were not included in the joint waste service and to request clarification on the arrangements that they had in place for the areas of land which they owned.

The concerns regarding the service quality provided by the previous contractor during the final stages of the old contract were noted.

### **Customer Services**

Members were pleased to note that the customer services and waste team had provided an excellent service during contract commencement when a large number of waste queries had been received, particularly in light of the significant internal changes. Details of call volumes were provided verbally; there had been a reduction in the level of abandoned calls. Following a request for recent headline data to be provided at forthcoming meetings it was noted that this information would be including in the performance dashboard report.

### **IT / Contender**

The new joint contender system was successfully implemented on 4 March 2013 and work had started on preparing the system for the roll out of waste service changes.

Regarding the changes to waste policy it was noted that collection crews were asked to apply the policy with an element of judgement. Whilst most residents had accepted the changes to waste policy, and additional information would be provided to those households where issues were identified by collection crews.

The upgrade of the contender system in collection vehicles was identified as an import element of the roll out of the new joint waste collections.

### **Human Resources**

An update was provided on the new joint waste team structure which was implemented on 1 March 2013. Contact information for the new staff structure would be circulated to the Joint Committee. Thanks were expressed to the Interim Joint Principal Personnel Officer for the support provided to this project. The Interim Joint Principal Personnel Officer also expressed thanks

for the support provided by the WDC Personnel Section and it was noted that this would be fed back to the relevant staff.

Regarding client team capacity it was noted that resources would be reviewed on a regular basis to ensure that sufficient client team capacity was available.

Members recognised the significant work that the waste section had carried out in order to deliver the joint waste project, in particular the positive approach to joint working, and asked for the Joint Committee's thanks to be conveyed to all the staff involved.

### **Financial Support**

An update on the financial support project was noted. £50,000 had been allocated for the administration procedures for green waste. The next stage was to finalise the cost partition and check the joint client team budget. The final invoices for the procurement project had been received and some savings were anticipated; an update would be provided at the next meeting. There would be a joint internal audit of governance and hosting arrangements.

### **Communications**

It was noted that there would be additional WDC roadshows in response to concerns that these were being held during August, when some residents may be away on holiday.

The Chiltern and Wycombe Joint Scrutiny Task and Finish Group would receive an update on communications and roll out, including the schedule of roadshows and information leaflets, at the meeting on 21 March 2013.

It was noted that Members would receive information via email regarding communication activities and would also have an opportunity to see the communication materials prior to despatch to residents. Information would also be sent to Members via email prior to the delivery of the communications pack to residents, the roadshows and receptacle deliveries.

It was noted that information would be disseminated at external events such as the Rural Forum.

A property survey was being conducted to ensure that address information was accurate and to identify properties where there may be issues with receptacles. Parish Councils had also be contacted to request assistance in helping to identify any roads or particular properties where there may be issues with the provision of wheeled bins, and a number of comments had been received.

Thanks were also expressed to the CDC Communications and Marketing Officer for developing the graphics and design for communications materials.

### **Paper Sort Facility**

An update was provided on the interface with the paper sort facility and a letter sent to Serco was noted.

### **BCC Interface**

The joint waste team and County Council officers were meeting regularly to discuss key issues relating to service changes and the provision of bio waste infrastructure in particular. An update on the positive progress made to date regarding the provision of bio waste infrastructure was noted. BCC were working hard to ensure that the required facilities would be available and the Councils' continued to emphasize to BCC the importance of ensuring that the required infrastructure was available in time for the roll out of the new collection services.

### **Risk Register**

The Joint Committee considered the risk register which had been reviewed and updated following the commencement of the new joint waste contract. Members were pleased to note that the current risk rating of a number of items had been reduced following the successful implementation of the new joint contract.

Risk 1 (Member expectations) had been renamed from inadequate Councillor buy in. An update was provided in relation to Risk 3 (procurement challenge). The CDC budget would need to be managed carefully in light of Risk 4 (No IAA funding). Whilst considering Risk 5 (negative public reaction) thanks were expressed to those involved in the Ward Walk Around held in Great Missenden which had helped to address local concerns in the parish area. Whilst considering Risks 7 and 8 together (delay to CDC / WDC roll out) it was noted that no delay was currently anticipated at this time and the potential consequences of roll out delay were noted. Risk 11 (Health and Safety Executive) had a current risk rating of amber, and this would be reduced following the scheduled inspection by the Health and Safety Executive.

Risk 16 (Staff overload) would be affected by new green waste collections; the joint client team resource was being reviewed regularly to mitigate this risk. Risk 17 (CDC infrastructure – London Road Depot) noted that the impact on the project had reduced. Risk 18 / 19 (Clay Lane) the work carried out by Serco was welcomed and it was noted that a plan was being developed to mitigate potential security issues.

It was suggested that additional risks relating to: contender roll out and delivery of communication pack to residents could also be included on the risk register.

### **Vote of Thanks**

The Joint Committee expressed a vote of thanks to Alison Howes who would be leaving Chiltern District Council at the end of March 2013. Members expressed thanks for her contribution to the joint waste programme.

### **RESOLVED –**

**That the report be noted.**

**The meeting ended at 12.10 pm**

