



**MINUTES of the Meeting of the  
CHILTERN & WYCOMBE JOINT WASTE COLLECTION COMMITTEE  
held on 25 APRIL 2013  
at CHILTERN DISTRICT COUNCIL**

**PRESENT:**

Councillor P E C Martin (Chiltern District Council) - Chairman  
" Mrs J Teesdale (Wycombe District Council) - Vice Chairman

Councillors: R Emmett (Wycombe District Council) and G K Harris (Chiltern District Council)

Officers: K Eastman (Chiltern & Wycombe Senior Waste Officer),  
A Goodrum (Chiltern District Council & South Bucks District Council),  
C Hughes (Wycombe District Council), C Marchant (Chiltern District Council & South Bucks District Council),  
S Markham (Chiltern District Council), B Smith (Chiltern District Council & South Bucks District Council) and I Westgate (Wycombe District Council)

**1 MINUTES**

The Minutes of the meeting held on 21 March 2013 were agreed as a correct record.

**2 DECLARATIONS OF INTEREST**

There were no declarations of interest.

**3 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.**

*Note: the relevant paragraph number and description is indicated under the Minute heading.*

## **4 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.

### **Mobilisation**

It was noted that the programme had now entered the roll out phase and although this was a very busy time for the Waste Team the programme was progressing well.

### **Paper Sort Facility**

Members received an update on the paper sort facility and discussed the interface with the procurement risk.

### **Inter Authority Agreement (IAA)**

BCC had indicated that they would be pursuing an Inter Authority Agreement with district councils on an individual basis and that WDC would be sent correspondence in due course.

### **Bio Waste Infrastructure**

Members were advised that officers had been in regular contact with BCC regarding the provision bio waste infrastructure and that County Council officers were working to ensure that the infrastructure was ready in time for 15 July when the separate food and garden waste collections would commence in Chiltern. It was noted that BCC also had contingency plans in place. Members raised a number of concerns and following which the Committee requested further reassurance that the required infrastructure would be available in time. As such, it was agreed that following the forthcoming County Council election the relevant BCC Cabinet Portfolio Holder would be invited to attend the next meeting of the Joint Waste Collection Committee. It was also agreed that officers would formally request confirmation from BCC that the required bio waste infrastructure would be available in time, and that a programme timetable be made available. In light of the County Council's attendance at the next meeting it was suggested that an item on fly tipping on the highway would be included as an additional item for discussion at the meeting.

### **Financial Support**

The Head of Finance had taken over the work on the financial support project, which included the cost partition on client side costs, and a report on this subject would be considered at a future meeting.

### **Human Resources**

The Committee received an update on human resources. The new joint waste team structure was now in place. It was noted that there were currently two vacancies which were being advertised and some temporary resource had

been provided to help with administration and call handling during the roll out. Members supported the suggestion that the vacant posts would be backfilled.

### **Operational Performance**

Operational performance data for March and April, detailing performance figures for call and email volumes, missed bins, delivery requests and the subscriber levels for chargeable green waste, was circulated at the meeting. It was noted that as anticipated there had been a temporary spike in call volumes following the despatch of the CDC communications pack. There had also been a significant increase in emails which had required the careful management of resources. Members were keen to ensure that sufficient resource was available to handle the increased volume of emails and the Committee therefore endorsed the proposal that additional resources, equivalent to 1.5 to 3 FTE staff, be provided, if required.

It was noted that in general feedback on the optional green waste collection service had been positive and after noting that a number of comments and questions from residents regarding the new waste collection service had been posted on Twitter it was agreed that officers would look to respond to these.

Regarding the number of reissues (a second missed collection) it was noted that officers would follow these reports up with Serco to check that they had been dealt with.

The Joint Scrutiny Task & Finish Group (JST&FG) was concerned that there may be confusion as to which organisation was responsible for waste collection and street cleansing in areas owned by Red Kite Community Housing. It was noted that following the JST&FG meeting all WDC Members had been advised to contact the Waste Team if they were unsure which areas were owned by Red Kite Community Housing. It was also noted that John O'Conner had since been appointed by Red Kite Community Housing to provide ground maintenance.

### **Communications**

A sample of the CDC communications pack was circulated at the meeting. It was noted that overall the response to the communications pack had been positive. One Councillor suggested that details of what happens to recycle once it is collected be circulated to all Members to help answer any questions from residents, particularly at roadshows. It was noted that an additional roadshow would be held at the Lee and details of the location and time would be circulated in due course.

### **Customer Services**

The Committee expressed thanks to the Customer Services staff and Waste Team in recognition of the quality of service provided to residents during the recent busy period. It was noted that the Committee's thanks would be conveyed to the relevant staff.

### **Risk Register**

The Committee whilst considering the risk register noted that two additional risks relating to the roll out of the service and delivery of communications would also be added to the Risk Register.

**RESOLVED –**

- 1. That the report be noted.**
- 2. That following the forthcoming election the relevant County Council Cabinet Portfolio Holder would be invited to attend the next Joint Waste Collection Committee meeting for items regarding to bio waste infrastructure and flytipping on the highway.**
- 3. That officers would request confirmation from BCC that the required bio waste infrastructure would be available in time, and that a programme timetable be made available.**

*Note: Councillor R Emmett left the meeting at 11.49 am.*

**The meeting ended at 12.03 pm**