



MINUTES of the Meeting of the
CHILTERN & WYCOMBE JOINT WASTE COLLECTION COMMITTEE
held on **23 MAY 2013**
at **WYCOMBE DISTRICT COUNCIL**

PRESENT:

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

Councillors: C Harriss (Wycombe District Council) and C J Wertheim (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 CHAIRMAN & VICE-CHAIRMAN

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 meeting held on 25 April 2013 were agreed as a correct record.

Minute 4 – Programme Report & Risk Register

The Committee, after noting that Councillor Mrs Lesley Clarke had been appointed the BCC Cabinet Member for Environment, agreed that a letter of invitation to attend a future meeting would be sent.

3 DECLARATIONS OF INTEREST

There were no declarations of interest.

4 UPDATE ON DISCUSSIONS WITH BCC CABINET MEMBER FOR WASTE ON BIO WASTE INFRASTRUCTURE & FLY TIPPING ON PUBLIC HIGHWAYS

The Committee agreed during a previous item (Minute 2) that a letter of invitation to attend a future meeting would be sent to the BCC Cabinet Member for Environment. There were two discussion items for that meeting: bio waste infrastructure and fly tipping on public highways. It was suggested that it would also be useful to discuss the prevention and enforcement against fly tipping at bring sites. It was noted that an update report on fly tipping would be considered at the Joint Waste Committee for Buckinghamshire on 20 June and that this could be raised at the meeting.

A summary was provided on the latest position regarding the establishment of an Inter Authority Agreement between the districts and the County Council. It was noted that the County Council was currently pursuing separate interim agreements with each of the District Councils on an individual basis. Members were hopeful that a positive dialogue with the County Council could be established.

It was noted that Wycombe District Council had received a letter from the County Council regarding the establishment of an inter authority agreement. An acknowledgement of the letter had been sent and further correspondence would be sent to the County Council in due course.

5 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.

6 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 highlight report providing an update on the joint waste collection programme and during which the following key points were made:

Mobilisation

The Committee received a summary of the programme to date and Members expressed a vote of thanks to the Waste Team for all the work that had gone into delivering the programme to date. Members were pleased to note the improvements to the waste collection service, in particular the positive aesthetic appearance of the new vehicles and crew uniforms. Members were keen to ensure that the high standard was maintained. Regarding street cleansing, Members were advised to report any instances of missed streets to the Waste Team. There would also be discussions with Amersham Town Council and Bucks County Council to resolve street cleansing difficulties in Broadway, Old Amersham arising from parked vehicles.

Customer Services

Information on customer service performance was circulated at the meeting and it was agreed that this information would be sent to the Joint Scrutiny Task & Finish Group (JST&FG). It was noted that the Chairman of the JST&FG had praised the quality of customer service received. Despite there being a significant increase in call volumes the number of calls abandoned had actually reduced. The arrangements in place for handling a spike in call volumes were also noted. Additional resources had been made available to handle the large volume of queries received via email.

Roadshows

The Chairman expressed thanks to the Waste Team for successfully delivering the CDC waste roadshows which provided an opportunity for residents to ask questions and see the new waste receptacles in person. It was noted that the lessons learnt would inform the process at WDC.

Receptacles

There had been a number of queries regarding the provision of a smaller wheeled recycling bin. It was noted that residents had been advised the use the larger bin provided initially, and they could request this to be swapped for a smaller version at a later date, if required. It was advised that at present there were no specific concerns regarding the revised delivery date of receptacles. Members were keen to ensure that the receptacles would be delivered on time in order to avoid slippage in the roll out programme. Details of the delivery schedules would be available in due course.

Samples of the Chiltern recycling guide and calendar were circulated at the meeting. It was suggested that this information be circulated to all Members. It was noted that comments from the JST&FG had informed the design of the recycling guide; recycling information was explained in a clear pictorial format.

A sample of the green waste collection service sticker was circulated. Following concern regarding the potential theft of stickers it was noted that these were produced under secure conditions and bins displaying copied stickers would not be collected due to the audit arrangements in place. Residents were also asked to write their address on the stickers in permanent ink.

WDC Roll Out

Members received an overview of the programme for the WDC roll out. The anticipated timescales for the delivery of communications materials and new waste receptacles were noted. There was a discussion on the timing of the

WDC roadshows; some WDC Members had been concerned that roadshows were being held in August, a popular holiday period. In response to these concerns additional roadshows would be held in September in key locations. It was agreed that dates for the WDC drop in sessions for Members and Parish Councils would be scheduled.

Bio Waste Infrastructure

The Committee received an update on the County Council's procurement for bio waste infrastructure for the treatment of green household waste. It was agreed that the local media should be kept abreast of developments, and meetings would be held with the local media to keep them informed about the new joint waste collection service.

Paper Sort Facility

The Committee received a summary of the interface with the paper sort facility and Members discussed this.

Risk Register

The Committee whilst considering the risk register agreed that risk 4 would be sub divided to reflect that the risk profile was different for both Councils. The current risk rating for risks 10 and 14 would both be reduced to green (B2).

Performance Indicators

The Committee received a list of proposed indicators to be reported as part of both Councils' corporate process. Members agreed the proposed indicators as tabled and noted that both authorities were currently required to report some of the performance indicators to the County Council separately. It was suggested that all the performance indicators should be submitted jointly and that this could be discussed with the County Council Cabinet Member for Environment at a future meeting.

It was suggested that the volume of emails received and responded to could be reported to the Committee as part of the customer service performance information. There was a discussion regarding the use of automated responses and during which it was noted that the Waste Team aimed to respond to residents' emails within 48 hours.

RESOLVED –

That the report be noted.

7 SCHEDULE OF MEETINGS

To facilitate the attendance of BCC Members at future meetings the following changes to the schedule of meetings were agreed:

Original Meeting Date
Thursday 19 September
Thursday 21 November

Revised Meeting Date
Thursday 26 September
Thursday 28 November

The meeting ended at 12.35 pm