



# Chiltern & Wycombe Joint Waste Collection Committee

Thursday, 10th October, 2013 at 10.30 am\*

Cabinet Room, King George V House, King George V Road, Amersham

\*The meeting will start at the conclusion of an informal discussion with the BCC Cabinet Member for Environment.

## A G E N D A

- 1 Evacuation Procedures
- 2 Minutes (*Pages 1 - 4*)  
To agree the Minutes of the meeting held on 25 July 2013.
- 3 Apologies for Absence
- 4 Declarations of Interest
- 5 Service Level Agreement between CDC & WDC (*Pages 5 - 6*)  
*Appendix (Pages 7 - 18)*
- 6 Exclusion of the Public:  
To resolve that under Section 100(A)(4) of the Local Government Act 1972 the public be excluded from the meeting for the following item(s) of business on the grounds that they involve the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Act.
- 7 Programme Report & Risk Register (*Pages 19 - 22*)  
Paragraph 3 – Information relating to the financial or business affairs of any particular person (including the authority holding that information)  
*Appendix 1 - Risk Register (Pages 23 - 24)*

*Appendix 2 - Service Performance (To Follow)*

*Appendix 3 - Customer Contact Information (To Follow)*

*Appendix 4 - Customer Services Report (To Follow)*

*Appendix 5 - JST&FG Notes (Pages 25 - 26)*

**8 Recycling Containers (To Follow)**

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

**Note:** All Reports will be updated orally at the meeting if appropriate and may be supplemented by additional reports at the Chairman's discretion.

**Membership: Chiltern & Wycombe Joint Waste Collection Committee**

Councillor Mrs Jean Teesdale (Vice-Chairman)	Wycombe District Council
Councillor Clive Harriss	Wycombe District Council
Councillor Peter Martin (Chairman)	Chiltern District Council
Councillor John Wertheim	Chiltern District Council

**Date of next meeting – Thursday, 28 November 2013 (Committee Room 1, WDC)**

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This Agenda should be considered as a Notice – under Regulation 5 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 – of an intention to meet in private to consider any items listed on the Agenda under Private Reports. The reason for the item being considered in private, that being the relevant paragraph number and description from Schedule 12A of the Local Government Act 1972 is detailed on this Agenda. Representations received (if any) regarding the items being considered in private (together with any response) are also detailed on this Agenda.



**MINUTES of the Meeting of the  
CHILTERN & WYCOMBE JOINT WASTE COLLECTION COMMITTEE  
held on 25 JULY 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)

**ALSO IN ATTENDANCE:** Councillors Mrs L Clarke (Bucks County Council)  
and Ms N Glover (Bucks County Council)

**15 MINUTES**

The Minutes of the meeting held on 4 July 2013 were agreed as a correct record.

**Minute 10 – Tribute to Councillor Roger Emmett**

It was noted that a local newspaper had published an image for an article which included Councillor Emmett in the photograph. It was agreed that Councillor Emmett's family would be contacted.

**Minute 12 – Customer Satisfaction Survey**

At the last meeting of the Joint Scrutiny Task & Finish Group, Members received a report showing the results of the customer satisfaction survey for May 2013. It was noted that Members welcomed the use of customer surveys.

**16 DECLARATIONS OF INTEREST**

There were no declarations of interest.

**17 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.*

**18 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:

**Contract**

The Committee received an update on the contract and Members looked forward to the signing of the contract by the end of July 2013.

**Bio Waste Infrastructure**

The County Council had successfully procured and mobilised new arrangements for disposing of food and garden waste. The Committee recognised the significant work carried out by the County Council's Waste Team to deliver this in time for the new collection arrangements and a vote of thanks was expressed to the officers involved. District officers continued to monitor the transportation of food waste. It was noted that processes were in place to reduce the risk of cross contamination between garden and food waste.

**IAA**

An update on the Inter Authority Agreement (IAA) was noted.

**Phase 1 (CDC roll out)**

An update on the Chiltern roll out was noted. The roll out had gone well overall with 36,000 properties changing to a new collection regime. Crews had continued waste collections into the evening for missed bins and positive comments had been received from residents in relation to this. There had been a significant increase in waste calls and it was anticipated that the volume of missed bins and calls would be reduced over the coming weeks as the service bedded in. Learning points from the Chiltern roll out would help inform the process in Wycombe. It was suggested that the improved recycling rates for the new service be publicised.

There was a discussion on the provision of additional recycling bags to 850 properties unable to accommodate wheeled bins due to uneven surfaces or access restrictions. The supply of additional bags had cost implications for

Chiltern and it was suggested that this be discussed at a future meeting when costs for the various options had been identified.

### **Phase 2 (WDC roll out)**

The Committee received an update on the roll out in Wycombe. The Residents' Welcome Pack would be despatched on 29 July 2013. Delivery of containers was due to take on 2 September 2013. The colour toning of the Wycombe collection calendars had been adjusted to improve colour differentiation in response to comments received during the Chiltern roll out. There was a discussion on the accumulation of the rubbish in the River Wye.

### **Phase 3**

The planning of the roll out in communal collection areas would take place once phase 2 had been completed.

### **Risk Register**

Risk 7 would be deleted as the Chiltern roll out was now almost complete. The rating of Risk 14 would be increased from green to amber. An update on Risks 11, 12 and 18 was received.

A vote of thanks was made to the Senior Waste Officer, Customer Services Team, Waste Team, and Serco in recognition of their hard work in delivering the new joint waste collection programme. It was noted that a thank you event for Serco staff was being arranged.

Members discussed managing the rating of Risk 16 from red to green. In response to concerns from one Member the processes in place designed to deliver constant improvements to the service were noted. It was noted that a lot had been learnt during the Chiltern roll out and this would help inform the roll out in Wycombe.

### **RESOLVED –**

**That the report be noted.**

*Note: Councillors Mrs L Clarke and Ms N Glover left the meeting at 11.40 am*

**The meeting ended at 11.59 am**



**CHILTERN & WYCOMBE JOINT WASTE COLLECTION COMMITTEE**  
**10 OCTOBER 2013**

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**SERVICE LEVEL AGREEMENT BETWEEN CDC AND WDC**

Contact Officer: Sue Markham ([smarkham@chiltern.gov.uk](mailto:smarkham@chiltern.gov.uk) – 01494 732004)

**RECOMMENDATION**

**That the report be noted.**

1. As part of the terms between the Councils for Chiltern to handle the customer service arrangements to support the Joint Waste Contract, it was agreed that a Service Level Agreement would be drawn up to set out Chiltern's obligations in respect of the standards of service to be provided. Authority to agree the terms of the SLA is delegated to the Chief Executive in consultation with the Portfolio Holder.
  2. The detailed terms of the agreement are currently being finalised. The areas to be covered in the SLA are:
    - Service standards for customer contact
    - Complaints handling
    - Data protection
    - Response to requests for information
    - Health and safety/risk management
    - IT support
    - Equality
    - Performance monitoring and reporting
    - Reviews
    - Liability and insurance
  3. The responsibilities and standards in respect of each of the above Heads of Terms are detailed in the SLA and accompanying Specification.
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**SLA WITH CHILTERN DISTRICT COUNCIL**

**May 2013**

**Schedules**

1. Customer Services - Call handling and callers to reception
2. Response to complaints against service, Ombudsman complaints, MPs
3. IT – upgrades, maintenance etc to Contender
4. Other Matters for Consideration
  - Provision of performance information including waste data flow/recycling credits
  - Response to FOI, EIR, etc enquiries
  - Data Protection breaches/Data Subject Access requirements
  - Data ownership
  - RIPA authorisations
  - Authorisation of officers/joint appointments
  - Retention and disposal policies
  - Service Plan
  - Emergency Planning/Business Continuity
  - Reporting – EA, DVLA (licence) etc
  - Consultation (internal/external)
  - Risk Registers/Risk management

**Schedule 1 – Customer Services - Call Handling and personal callers to reception**

**Required KPIs for joint contract/client team (March 2013). To be reported on monthly.**

<b>Activity</b>	<b>Target</b>	<b>Notes</b>
<b>1. Calls answered</b>	95%	Target to apply after 3 months from start of SLA. CDC to provide an Improvement Plan should the target not be met on consecutive months.
<b>2. Calls abandoned</b>	5%	Target to apply after 3 months from start of SLA. CDC to provide an Improvement Plan should the target not be met on consecutive months.
<b>3. Calls answered in 20 secs</b>	80%	Target to apply after 3 months from start of SLA. CDC to provide an Improvement Plan should the target not be met on consecutive months.

Continuous improvement for monthly reporting purposes only – not subject to Improvement Plan.

<b>Activity</b>		<b>Notes</b>
<b>4. Call resolution</b>	80%	Aim for 80% (60%) of calls handled at first point of contact from March 13; 90% (65%) from March 14; 95% (70%) from March 15
<b>5. Maximum number of calls waiting at any one time</b>	10	
<b>6. Maximum waiting time</b>		Baseline to be agreed after 3 months
<b>7. Reduction in numbers of referrals (consults/transfers) to back offices</b>		Baseline to be agreed after 3 months.
<b>8. Improving satisfaction levels – based on customer surveys</b>		Carry out one large annual survey and shorter quarterly surveys

<b>9. Complaints against service</b>		Baseline to be agreed after 3 months
<b>10. Visitors to reception – waiting times</b>		Baseline to be agreed after 3 months

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## Schedule 2 – Response to Customer Complaints

Activity	Target	%	Notes	Responsible person
<b>1st Stage Complaint received</b> - Scanned and emailed to CDC - Recorded on SMail - Acknowledged by CDC - Full response	1 working days 2 working days 3 working days 10 working days	100 100 100 100	1 <sup>st</sup> stage (dealt with on basis of joint service)	P Adlington (PA) J Thaw (JT)/another K Eastman (KE) or nominated officers in absence
<b>2<sup>nd</sup> Stage Complaint (Senior Officer/HoS)</b> - Scanned and emailed to CDC and HoS/PA - Recorded on SMail - Acknowledged - Full response	1 working day 2 working days 3 working days 10 working days	100 100 100 100	If person unhappy with 1 <sup>st</sup> stage (dealt with on basis of joint team)	PA PA? C Hughes (CEH) with input from KE
<b>MP/Councillor Letters</b> - Scanned and emailed to CDC - Recorded on SMail - Acknowledged by CDC - Full response by Senior Officer (or nominated manager)	1 working day 2 working days 3 working days 10 working days	100 100 100 100	(dealt with on basis of joint team)	PA JT KE

<b>Referral from Ombudsman</b> - Acknowledged by WDC and passed to CDC for investigation - Response sent	3 working days 10 working days	100 100	To WDC/CEH/J Roberts for review	PA KE
<b>Compliments</b> - Recorded on SMail	2 working days	100		PA/JT
<b>Correspondence</b> - Acknowledged - Full response	3 working days 10 working days	100 100	General letters, emails etc	KE
<b>FOI/EIR requests</b> - Scanned and emailed to CDC - Recorded on SMail - Acknowledged by CDC - Full response	1 working day 2 working days 3 working days 20 working days	100 100 100 100		PA JT JJ KE
<b>Data Subject Access Requests</b> - Scanned and emailed to CDC - Recorded on SMail - Acknowledged by CDC - Full response	1 working day 2 working days 3 working days 28 working days	100 100 100 100		

Notes:

*Reporting frequency – quarterly – SMB*  
*Access to Servicemail*  
*Access to Performance Plus*

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## Service Level Agreement

### 1. Services

The following Services will be delivered within the Service Hours which are defined as Monday to Friday 0800-1800

<b>Service Function</b>
Service Desk
Onsite support
Desktop support and maintenance
Operational and technical support for onsite servers
Hardware maintenance for onsite servers
Network support (WAN inch remote working and LAN)
Telephony support
Application/Database Support and Administration services
E-mail Support
Office Products support

Calls to the Service Desk answered within 20 seconds.

### 2. Server availability:

<b>Category</b>	<b>Function</b>	<b>Target Availability</b>
A	Business critical application hosted within the Council's data centre on resilient refreshed equipment	99.9%
B	Key business application server, non resilient	98.5%
C	Regular server e.g. file/print	98.0%

### 3. Incident Definition

Incident Priority	Examples
P1	Failure of a Category A (Business critical application) Server or loss of a critical business function. Failure of Data Network causing loss of connectivity to a business critical application. Security breach.
P2	Failure of a Category B (key business application) server. Failure of Priority User Workstation or its Data Network connectivity. Failure of Data Network causing loss of connectivity to a category A Server affecting less than 25% of Users of category A Server. Failure of Data Network causing loss of connectivity to a category B Server affecting more than 50% of Users of category B Server. Any Data Network failure at a site affecting 20 or less Users.
P3	Failure of Data Network causing loss of connectivity to a Category C (regular server eg file/print) Server affecting 50 or less of Users of category C Server. Failure of standard Workstation. Failure of Peripheral.
P4	Request for information. Change request. Re-prioritised incident as agreed

**4. Incident resolution:** The resolution of desktop and infrastructure incidents shall be in accordance with the following table.

Priority Incident	Response	Resolution
P1	within 15 minutes	within 2 Working Hours
P2	within 30 minutes	within 4 Working Hours
P3	within 1 Working Hour	within 8 Working Hours
P4	Within 1 Working Day	To be agreed for each Incident

Servers shall be supported during the Server Support Hours and shall be available 24x7, with the exception of scheduled maintenance/downtime for general housekeeping activities that shall be undertaken outside of Working Hours.



**5. Change management:** 100% of agreed changes shall be implemented within stated and agreed timescales.

Changes to this SLA need to be approved by both parties prior to implementation

Changes to Contender such as upgrades or which may involve expenditure must be approved by both parties

Changes should be recorded within a Change Management database by Chiltern

**6. User Satisfaction:** A user satisfaction survey shall be undertaken quarterly by Chiltern and the results discussed with the Wycombe. The specific questions included in the survey shall be agreed between the Wycombe and Chiltern and shall be in line with SOCITM standards.

The average overall user satisfaction target is 80%

**7. Security:** Security measures shall be in accordance with the following table.

Security	Target
Number of breaches/violation	Zero
Anti-virus updates: Daily for all permanently connected workstations and servers resident on the network	100%
Laptop PCs will be updated in line with the anti-virus policy when they are connected to the network	100%
Urgent firewall changes within Working Hours to prevent security breaches commenced within 1 hour	100%

**8. Improvement:** In the event that the above measures are consistently not being met, the parties shall meet and consider the joint development of a service improvement plan to improve these services. Such a service improvement plan will be agreed, implemented and monitored by both parties.

## IT Service provision Service Level Agreement

### 1. Services

#### 1.1 LLPG updates

Activity	Frequency
Chiltern IT will download Wycombe District Council LLPG updates from the national hub and load into Contender	Weekly
The Joint Waste Client will assign site items and round information in Contender to the new properties.	Within four weeks of receiving the update

#### 1.2 Annual Export

Activity	Frequency
Chiltern will provide a full extract of property site items and collection dates in .mdb format. Wycombe District Council will use this dataset to update MyWycombe	Annually in September (What about the 1 <sup>st</sup> 12 months when the new service will be implemented? Will WDC require more frequent extracts?)

#### 1.3 Network Access

Activity	Frequency
Waste staff requiring access to Wycombe network	Will be provided by Wycombe on request. No access is provided by default. This needs to be tighter. Authorisation from relevant manager will be required and agreement from the user to adhere to data sharing protocols

### 2. Contender

Activity	Target Availability
Server availability	99.5% with the exception of scheduled maintenance/downtime for general housekeeping activities. These should be undertaken outside of Working Hours by Chiltern.

Incident resolution	Chiltern to respond within 15 minutes of a fault being logged with the IT Service Desk regarding Contender and resolve high priority calls within 8 working hours (subject to involvement from Contender Systems Ltd)
Data security	<p>Confidentiality – Chiltern to provide Contender logins and access rights that are commensurate with the level of access required and ensure that Staff are aware of their responsibilities under the Data Protection Act.</p> <p>Integrity – Chiltern to disable Supplier accounts when not in use and ensure that IT Support have individual admin accounts by default. Change control procedures are in place to enable this.</p> <p>Availability – Chiltern to ensure that a backup routine is in place and the system is included in its DR plan. The latest anti-virus software should be run on the server and desktops attached to the server.</p>

### 3. Change management:

- Changes to this SLA need to go through the proscribed approval route to the Joint Committee prior to implementation
- Changes to Contender such as upgrades or which may involve expenditure must be approved through the agreed service plan \ budget process for the Joint Waste Client
- Changes should be recorded within a Change Management database by Chiltern
- 100% of agreed changes shall be implemented within stated and agreed timescales.



## Item 7

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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# Appendix 1

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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