



Chiltern & Wycombe Joint Waste Collection Committee

Thursday, 13th February, 2014 at 10.30 am

Committee Room 1, Wycombe District Council, Council Offices, Queen Victoria Road, High Wycombe, Bucks HP 11 1BB

A G E N D A

- 1 Evacuation Procedures
- 2 Minutes (*Pages 3 - 6*)
To agree the Minutes of the meeting held on 19 December 2013.
- 3 Apologies for Absence
- 4 Declarations of Interest
- 5 Budget Monitoring Report (*Pages 7 - 8*)
Appendix (Pages 9 - 10)
- 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 11 - 16*)
Paragraph 3 – Information relating to the financial or business affairs of any particular person (including the authority holding that information)
Appendix - Clay Lane Update (To Follow / Verbal Update)
Appendix 1 (Pages 17 - 18)
Appendix 2A (Pages 19 - 24)

Appendix 2B (Pages 25 - 28)

- 8 Review of Policy on Blue Recycling Bags (Wycombe) (Pages 29 - 30)
Paragraph 3 – Information relating to the financial or business affairs of any particular person (including the authority holding that information)
- 9 **Information Item: Pension Liability** (Pages 31 - 32)
Paragraph 3 – Information relating to the financial or business affairs of any particular person (including the authority holding that information)
Appendix (Pages 33 - 34)

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, 10 April 2014 (Cabinet Room, King George V House, King George V Road, Amersham)

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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 19 DECEMBER 2013
at CHILTERN DISTRICT COUNCIL**

PRESENT:

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

Councillors: C J Wertheim (Chiltern District Council)

Officers: K Eastman (CDC & WDC Senior Waste Officer), C Hughes (WDC), C Marchant (CDC & SBDC), S Markham (CDC) and B Smith (CDC & WDC)

APOLOGIES FOR ABSENCE were received from Councillors C Harriss (Wycombe District Council)

33 MINUTES

The Minutes of the meeting held on 28 November 2013 were agreed as a correct record and were signed by the Chairman.

Minute 25: Roll out update

There was still concern about the bad language and poor behaviour of a small number of operatives. Councillor Martin had been assured that appropriate management action was being taken by SERCO

Regarding inaccessible areas, it was confirmed that although it would not be possible to purchase an additional small vehicle, there were other options that were being investigated.

Minute 31: Programme Report & Risk Register

A request was made for specific dates to be agreed by all for when penalties would become due if performance targets were not met. It was confirmed that the contract allowed for 6 weeks from the start of new service roll outs, allowing 2 cycles to be completed. It was agreed that a timeline would be produced for the next meeting on 13 February 2014. It was also requested that more information be provided to the committee about the process and detail of the mechanism for penalties.

34 DECLARATIONS OF INTEREST

There were no declarations of interest.

35 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.

36 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

This has been signed by all parties although not dated.

Facilities

At Clay Lane; Serco had a requirement to use the workshop but unfortunately the current tenants had a contract to stay until the end of March 2014. The tenants also would like to remain at the workshop. Negotiations were on-going to see whether they could share the facility. The estates team at Wycombe District Council were also seeking alternatives to resolve this issue.

Bio Waste Infrastructure

Councillors visited the plant at Wallingford.

IAA

The Inter Authority Agreement (IAA) remained a red risk. Further progress expected in mid-January 2014.

IT / Contender

It was advised that Contender was about to be updated but the crews didn't yet have "Street Smart" which was compatible with Contender and so a manual paperwork system was currently being used. An update was requested for the next meeting.

Customer Services

Call levels had been generally improving but there had still been some difficult weeks.

Communications

Daily tweets and updates continuing to respond quickly to any issues. The Christmas date changes for collections were going onto the websites of both

Councils. The green waste would be suspended for two weeks over the Christmas period.

Phase 3 Planning

The new service to communal collection areas, schools and public buildings was being planned. The recycling element of this would begin first and initially, collections would continue to be weekly. Councillors were concerned that the roll-out should not be planned until the current residential collections had reached steady state. A review was requested at the next meeting.

Risk Register

The Committee whilst considering the risk register noted that there were still significant risks remaining. It was also agreed to separately rate the individual BCC related risks. A review would be made at the February meeting.

RESOLVED –

That the report be noted.

Note: Tim Guile and Mark Sturgeon (Serco) joined the meeting at 11.45am.

37 ROLL OUT UPDATE

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

The Chairman welcomed Tim Guile and Mark Sturgeon, representatives from Serco, to the meeting. The Committee expressed concern regarding the high level of complaints received from residents and the negative publicity in the local newspapers. Photographs had been supplied by residents of discarded bins. The main concerns were:

- Missed waste collections (repeatedly)
- Collect and return service (for disabled and elderly)
- Poor behaviour from collection crews
- Containers not being put back correctly and lids left open

There was concern that complaints would be taken forward to the Ombudsman if they were not being addressed.

With regard to the problem areas in the Hughenden Valley, Tim Guile advised the Committee that 2 additional supervisors had been engaged to work with these areas and the Regional Support Manager from Milton Keynes. Unfortunately the additional manpower did not have local knowledge of the area. It was confirmed that Mark Sturgeon would be working in the district most of the time, and would be on call full time, as they had not been able to recruit a contract manager. In addition, David Pennycard, Regional Support Manager would be based in the region 3 days per week and would concentrate on the collect and return service in 2014. The Serco contract in Milton Keynes had been running for over 4 years and he would be able to bring expertise gained to this area. In addition, Serco were beginning a recruitment programme to fill posts currently undertaken by agency staff. For

the Christmas period, 4 additional trucks had been hired in addition to the 3 extra for the new roll out at a cost of £7k per week.

The committee asked for more information on monitoring so that they could track progress. It would be useful to warn Councillors in advance if there was a problem in a specific area. Regarding the Hughenden Valley area, it was enquired whether the rounds were too large for the area. It was advised that Hughenden was an unusual area but it wasn't considered to be too much work for the crews.

It was asked when it was expected that a steady state would be achieved for the Wycombe area. It was advised that 3 months (except for Christmas) would be the end of February and 6 months for the full service to be normalised. A request was made for an agreed date for performance expectations and it was advised that they would be writing to CDC's Chief Executive shortly to reply to his letter, including a timetable of dates for when performance issues would be resolved.

Serco were invited to give presentations to Members of both Council's to inform them of the progress made so far and this was agreed.

Councillors thanked the Serco representatives for the progress that had been made so far.

RESOLVED –

That Serco would write to CDC's Chief Executive shortly confirming dates for when issues discussed would be resolved.

That Serco would give a presentation to Members explaining the journey so far, once significant progress had been made.

38 FUTURE MEETINGS:

Thursday 13 February 2014, 10.30 am

Thursday 10 April 2014, 10.30 am

Thursday 26 June 2014, 10.30 am

The meeting ended at 1.05 pm

**CHILTERN DISTRICT COUNCIL
JOINT WASTE COLLECTION COMMITTEE – 13 FEBRUARY 2014**

Background Papers, if any, are specified at the end of the Report

JOINT WASTE BUDGET MONITORING

Contact Officer: Helen O'Keeffe 01494 732781, email hokeeffe@chiltern.gov.uk

RECOMMENDATIONS

That the Joint Waste 2013/14 Budget Monitoring position is noted.

- 1 This report provides Members with Joint Waste Budget Monitoring information for 2013/14.

Contract Cost

- 2 The table below gives a summarised estimated outturn position for the joint waste contract cost.

	Budgeted Sum £	Current Estimate £	Variance £	Comment
Original contract price Fixed Elements	6,960,000	6,960,000	-	Will be in line with budget unless penalties are applied
Original contract price Variable Elements	292,000	292,000	-	Mainly variable costs associated with the roll out.
Allowance for TUPE adjustment	202,000	289,000	87,000	Provisional sum supplied by SERCO, yet to be verified.
Allowance for Inflation adjustment	137,000	125,000	-12,000	Inflation figures are slightly lower than budgeted.
	7,591,000	7,666,000	75,000	

Note: These figures exclude any additional costs that may arise from increased property numbers or additional funding requests from Serco.

- 3 Overall there may therefore be an overspend on contract costs in 2013/14 of approximately £75,000 (which equates to approximately 1% of the contract cost).

Client Costs

- 4 Attached as Appendix 1 is the full year client budget for 2013/14, the profiled budget and actual spend to 31 December 2013, and forecast outturn for 2013/14.
- 5 Income from recycling credits is forecast to be over budget by £232,700. This is because the budget was set on a very prudent basis.
- 6 Income from Bulky Waste collection and School Waste collection is forecast to be under budget by £91,000. This variance is currently being investigated further, but appears to be because demand is lower than expected.
- 7 Overall, the client budget is forecast to be a surplus of £375,000, approximately £160,000 over the £213,827 agreed budget.

Overall Position

- 8 Overall, the joint waste service is forecast to be approximately £85,000 under budget (£160,000 - £75,000).

Background Papers:

APPENDIX 1
JOINT WASTE CLIENT BUDGET

	2013/14 Agreed Budget £	2013/14 Profilled Budget to end December £	2013/14 Actual to end December £	Variance to end December £	Outturn Forecast £	Comments
Employees						
Basic Pay, Car Cash etc	649,363	487,022	512,016	24,994	691,903	There is a forecast overspend on salaries, caused by additional temporary staff and overtime.
Casual Workers / Agency Staff	5,000	3,750	7,199	3,449	1,267	
Private Health Care	1,410	1,058	93	-965	1,510	
Training	2,000	1,500	0	-1,500	2,000	
Staff Advertising	500	375	0	-375	500	
Interview Expenses	0	0	14	14	50	
Professional Group Membership	1,820	1,365	99	-1,266	1,820	
Fidelity Guarantee	100	75	0	-75	100	
Group Personal Accident	120	90	0	-90	120	
Employers Liability	1,190	893	0	-893	1,190	
Premises Related Expenses						
Maintenance Plant & equipment	3,600	2,700	0	-2,700	0	
Transport Related Expenses						
Travel & Subsistence	500	375	16,107	15,732	23,650	Overspend mostly caused by travel costs incurred by staff TUPe'd into waste team and contract officers
Supplies & Services						
Tools & Equipment Purchase	10,000	7,500	7,227	-273	10,000	
Disposal charge from BCC	0			0		
Office Furniture/Equipment Purchase	500	375	1,066	691	1,500	
Protective Clothing	3,300	2,475	442	-2,033	600	
External Printing & Stationery	500	375	0	-375	500	
Mobile Communications	1,500	1,125	1,553	428	2,500	
ICT Contender annual mtnce etc	11,360	8,520	0	-8,520	11,360	
Courses/Seminars	8,500	6,375	1,404	-4,971	4,000	
Subscriptions	700	525	380	-145	700	
Public Liability Insurance	2,000	1,500	0	-1,500	2,000	
Advertising / Communications	142,800	107,100	96,344	-10,756	142,800	The budget is likely to be fully spent by year end.
Contribution to Bucks Waste Partnership	40,000	30,000	16,343	-13,657	16,343	The budget was for WDC and CDC but WDC has been invoiced directly by the Waste Partnership
Green Waste Admin	50,000	37,500	248	-37,252	1,000	Underspend on budget intended to cover overspend on salaries
Staff Parking	1,950	1,463	0	-1,463	0	Will no longer charge for season tickets
Internal Printing	500	375	0	-375	500	
Stationery	200	150	0	-150	200	
Postages	1,000	750	0	-750	1,000	
Photocopying	100	75	0	-75	100	
Telephones	1,000	750	0	-750	1,000	
Support Services						
CDC Support Costs	295,250	221,438	221,438	0	295,250	
Customer Services	75,650	56,738	56,738	0	75,650	
Total Expenditure	1,312,413	984,311	938,710	-45,601	1,291,113	
Income						
Recycling Credits	942,300	706,725	314,380	-392,345	1,175,000	To be invoiced. Invoice raised in October for Quarter 1.
Special Collection of Bulky Waste	117,600	88,200	54,992	-33,208	75,000	
Collection of School & Schedule 2 Waste	125,400	94,050	57,655	-36,395	77,000	
Replacement Bins	35,500	28,125	27,098	-1,027	37,550	
Corn Starch liners	2,000	0	0	0	0	
Green Waste charges	300,000	225,000	411,371	186,371	300,000	Income (CDC only) is above budget, but income has been adjusted down to reflect additional Serco costs associated with green waste collection
Sale of Green refuse Sacks	2,500	1,875	672	-1,203	0	
Sale of black sacks	250	187	1,532	1,345	800	CDC only
Recharge litter bins to Town & Parishes	690	518	610	92	800	CDC only
Total Income	1,526,240	1,144,680	868,310	-276,370	1,666,150	
Net Expenditure	-213,827	-160,369	70,400	230,769	-375,037	

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

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Appendix 2A

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Appendix 2B

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Item 9

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
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