



**MINUTES of the Meeting of the  
CHILTERN & WYCOMBE JOINT WASTE COLLECTION COMMITTEE  
held on 10 APRIL 2014  
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: A Goodrum (CDC & SBDC), C Hughes (WDC), S Markham (CDC), R Prance (CDC & SBDC), I Westgate (WDC), R Fincham (CDC & SBDC), V Saunders (CDC), K Spalton (WDC), J Burness (CDC & SBDC).

**APOLOGIES FOR ABSENCE** were received from Councillor C Harriss (Wycombe District Council), B Smith (CDC & SBDC) and C Marchant (CDC & SBDC).

**47 MINUTES**

The Minutes of the meeting held on 13 February 2014 were agreed as a correct record.

**48 DECLARATIONS OF INTEREST**

There were no declarations of interest.

**49 JOINT REPORTING OF SERVICE PERFORMANCE INFORMATION TO MEMBERS**

The report considered by members summarised an update on the joint reporting of service performance information. The Head of Environment, WDC, drew members attention to the progress being made in terms of the service moving forward.

A key change discussed was the future introduction of quarterly reports on Performance Information which was to be shared with Policy and Resources Committee and Audit Committee. Future meetings of the JWC Committee may need to be rescheduled to accommodate the introduction of quarterly performance updates.

## 50 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.*

## 51 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 which provided an update on the joint waste collection programme and during which the following key points were made:

### **Health and Safety**

The revised procedures in terms of monitoring health and safety issues had been implemented and were working well with a noticeable decrease in incidents which was welcomed. Close monitoring would continue and members kept informed of any issues.

### **Contract Update**

The Legal Services Manager advised members that the formalities of the contract procedures were almost complete with the need for Contract Documents to be signed. All copies of the contract were with Chiltern District Council.

### **Depots and Facilities**

#### Clay Lane

Members were advised that Serco had looked for an alternative site, Halifax Road, in Wycombe but the planning process had been delayed due to incorrect completion of information on the planning forms. There were potential issues in relation to other companies occupying the site and whether they would be required to relocate and Members urged officers to ensure that regular contact was maintained with such companies.

There was some concern expressed by members and officers in relation to the current management processes used at the Clay Lane site and officer discussions were on going to address the issues. It was noted that previously members had attended a site visit at the London Road site to be more aware of issues and highlight any key areas for action, which proved very useful. A

similar exercise was agreed to be arranged for the Clay Lane site in the near future.

### London Road

It was reported that due to recent changes and improvements at the site good progress was being made.

### **BCC Interface**

It was reported that no further update had been received on the long term options for Bio Infrastructure across Buckinghamshire and it was understood that the procurement strategy was to be produced by the end of April.

### **IAA**

The Inter Authority Agreement (IAA) remained a red risk. The Chief Executive advised members that the IAA was yet to be agreed and currently a response was awaited from Aylesbury Vale District Council. Members were to be kept updated of progress on this.

### **Service Delivery**

It was reported that on the 3<sup>rd</sup> March 2014 the first year of the joint waste contract ended, which coincided with the Serco set deadline to achieve a "steady state". During the first week of March missed collections out of approximately 325,000 had been:

- March Week 1 – 325 reported miss containers or 0.1% report errors
- March Week 2 – 328 reported miss containers or 0.1% report errors
- March Week 3 – 352 reported miss containers or 0.1% report errors

This was against a target of 400 miss containers a week.

Collect and returns remain higher at a higher reported error rate. Missed collections out of approximately 8,850 had been:

- March Week 1 – 59 reported miss containers or 0.66% report errors
- March Week 2 – 83 reported miss containers or 0.93% report errors
- March Week 3 – 62 reported miss containers or 0.66%

This was against a target of 30 miss containers a week.

It was identified there was a need to review the number of people on the Collect and Return list to check whether all still required this service or that alternative services would be more suitable for them.

### **Phase Three – New Service**

It was reported that Phase Three was progressing well and customer contact was low due to good progress.

### **Phase Four – Recycling Centres**

It was reported that the bring sites / local recycling centres were being reviewed to understand what level of sites would need to be maintained following the introduction of enhance kerbside collection of recycling. A trial was also due to commence for the removal of one site. It was noted that to minimise any increase in fly tipping due to a removal of one site the Waste Service was in regular liaison with the County Council. Any issues that may arise would be for the Bucks Joint Partnership to address.

### **Communications**

In terms of Press items the situation was positive and there had been minimum impact of negative stories in the Press. Members were advised that it may be of benefit to promote the establishment and success of the joint contract more proactively as this was a good strong contract achieving results. The press activity was planned in accordance with appropriate timing and reputation of the Council.

### **Performance Figures**

The key task in respect of performance figures was that figures were being integrated between the two authorities (Chiltern DC and Wycombe DC).

### **Risk Register**

The Committee considered the Risk Register and it was noted that the information was to be refreshed in preparation for the next meeting with a possible revised format.

### **RESOLVED –**

**That the report be noted.**

## **52 KEY OPERATING TARGETS & CONTRACT PERFORMANCE PENALTIES**

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

The Committee considered the report which gave an indication of the impact of the Key Operating Targets (KOT) in year one of the joint waste service contract. It highlighted which KOTs had been fully reported, which had not, and the reasons for this. It also included potential actions needed in relation to improving the reporting of KOTs and calculation of payments.

The Committee also discussed the options for levying of KOTs:

- To levy all potential point
- To seek a monetary compromise
- To seek an in kind or off set compromise
- To levy no potential point

It was reported that the joint waste contract had 64 KOTs which ranged over a large number of areas. The KOT document from the Contract was appended to the report at Appendix 1. KOTs were reported in a variety of fashions:

- A = 9 recorded through contract meeting –mainly related to the provision of day to day information ie. Provision off and work in accordance to a Health, Safety and Welfare Plan
- B = 17 reported through Contender / StreetSmart – mainly elements related to contract from the public, or monitoring by waste team ie. missed collections

- C = 21 reported through exception – those targets which are breached would need to be highlighted by either party ie. failure to comply with statutory Duty of Care requirements
- D = 4 cleansing response times – targets based on completion within a timescale, dependant on area ie. failure to meet Zone 1 response times
- E = 3 not reported – note reported as elements had been combined into reporting of the indicators due to the way contender is configured ie. missed collections Schedule 2 this is report in the other missed collection figures
- F = 10 year 2 onwards – not reported until year 2 of the contract ie. failure to provide or agree crew / team communications

The Committee were advised of the process used based on small numbers of breaches, as in sections A and C but it was noted that there had been some difficulty in calculating some elements if the KOTs in their current form. For example KOTs based in section B were recorded in higher numbers through logs on Contender and it had not been possible as yet to follow the above process through the section B KOTs.

The current Contender system had not been possible to build reports which reflected each of our 110,000 properties; the number of times individual properties may have been missed over six months. The cost of manually calculating the information would be prohibitive and potentially could be subject to a high error rate. The Committee considered the cost of the current process compared to possible alternative options.

An option to improve the reporting and levying of KOT points would be to amend the performance mechanism to reflect:

- How the 'contender' database can report
- What the waste team can effectively and efficiently report
- An agreed aimed for yearly target
- The current level of points for a breach
- The current timescale before a breach
- Minimal change in points levied for poor service

A potential option was to base KOTs on a three tier points level instead of an accumulation based on property, achieved by using the current target of below 400 containers missed a week or 1,200 containers a month, the following levels could be used for all containers missed a month, not just those not cleared within the timescale.

Options such as this could be looked at with Serco for the indicators in section B, to give an incentive to improve performance as well as penalising very poor performance. It may also provide an opportunity to refocus the performance indicators to ensure penalties are applied in key priority areas (eg. Missed assisted collections). A revision to the reporting process would be developed, and Serco would be consulted on the changes. The Committee were to be kept up to date with progress on this.

**RESOLVED -**

**That**

- a) The provision KOT points allocation in section two was noted;
- b) The difference in KOT reporting method was noted; and
- c) A review be undertaken to stream line the KOT system to one which can be reported using the Councils current systems commenced with Serco

## **53 SATISFACTION SURVEY RESULTS**

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

The Committee considered the report which gave an update on the last tracker survey results for the joint waste service, including an indication of trends from the first two surveys.

The survey was carried out in November 2013, which was just after the WDC new service commenced and six months after the first survey. The overall satisfaction in Chiltern had increased by 6% to 84.7%; while overall satisfaction in Wycombe had decreased slightly by 0.7% to 85.5% but based on the stage of the WDC roll out it was considered that this was a very positive response. It was noted that 100 people from each local authority area responded.

There were particular positive results in respect of the satisfaction of the Chiltern Garden Waste Service and even through the Food Waste Collection Service was new it was progressing well.

## **54 DATES OF FUTURE MEETINGS**

The next meeting of the Chiltern and Wycombe Joint Waste Collection Committee to be held on Thursday 26 June 2014 at 10.30am at Wycombe District Council.

Future meetings were to be revised to be held in line with the availability of quarterly reports.