



# Chiltern & Wycombe Joint Waste Collection Committee

Thursday, 10th April, 2014 at 10.30 am

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

## A G E N D A

- 1 Evacuation Procedures
- 2 Minutes (*Pages 5 - 10*)  
To agree the Minutes of the meeting held on 13 February 2014.
- 3 Apologies for Absence
- 4 Declarations of Interest
- 5 Joint Reporting of Service Performance Information to Members (*Pages 11 - 12*)
- 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 13 - 20*)  
Paragraph 3 – Information relating to the financial or business affairs of any particular person (including the authority holding that information)  
*Appendix 1 (Pages 21 - 22)*  
*Appendix 2A (Pages 23 - 28)*  
*Appendix 2B (Pages 29 - 32)*

- 8 Key Operating Targets & Contract Performance Penalties (*Pages 33 - 40*)  
Paragraph 3 – Information relating to the financial or business affairs of any particular person (including the authority holding that information)  
*Appendix 1 (Pages 41 - 48)*  
*Appendix 2 (Pages 49 - 54)*

- 9 Satisfaction Survey Results (*Pages 55 - 58*)

- 10 Dates of Future Meetings

To **note** the date of the next meeting on: Thursday 26 June, 10:30am (WDC)

To **agree** the following schedule of meetings:

Thursday 6 November 2014, 10:30am (WDC)

Thursday 29 January 2015, 10:30am (CDC)

**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, 26 June 2014 (Committee Room 2, Wycombe District Council, Council Offices, Queen Victoria Road, High Wycombe, Bucks HP 11 1BB)**

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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 13 FEBRUARY 2014  
at WYCOMBE DISTRICT COUNCIL**

**PRESENT:**

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

Officers: K Eastman (CDC & WDC Senior Waste Officer), C Hughes (WDC), C Marchant (CDC & SBDC), B Smith (CDC & SBDC), I Westgate (WDC) and R Fincham (Chiltern District Council & South Bucks District Council)

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

**39 MINUTES**

The Minutes of the meeting held on 19 December 2013 were agreed as a correct record, subject to the word 'WDC' being replaced with 'SBDC' in reference to Bob Smith in the list of attendees.

**40 DECLARATIONS OF INTEREST**

There were no declarations of interest.

**41 BUDGET MONITORING REPORT**

The report summarised the estimated outturn position for the joint waste service for 2013/14. There was expected to be an overspend on contract costs of approximately £75,000. Income from recycling credits was forecast to be over budget, but income from bulky waste collection was likely to be under budget. The overall position for the joint waste service was forecast to be under budget by approximately £85,000.

The Committee discussed the high cost of 'travel and subsistence' and were advised that Officers were travelling throughout the two districts but mileage could be saved if they were issued with tablets, so that they wouldn't have to keep returning to the office.

The cost of subscriptions was also queried but it was advised that the team were a member of the Local Authority Recycling Advisory Committee which provided training, acted as a lobby group and gave access to forums and conferences.

### **RESOLVED –**

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

## **42 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.*

## **43 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:

### **Health & Safety**

There had been one incident involving slippery steps. The team are working on 'near miss' reporting to help prevent future accidents. There have been additional dangers during the recent hurricane force winds.

### **Contract Update**

Serco had submitted a draft change control notice which was to be discussed by Officers at a meeting to be held on Monday 17 February 2014. Discussions were continuing regarding a vehicle workshop.

### **Facilities**

At London Road Depot, work was well underway but had resulted in operational issues for Serco plus a reduction in storage available.

With regard to Clay Lane, Members at Wycombe District Council had indicated that they wanted the existing tenant to remain. The Committee were assured that no promise had been made to Serco regarding the availability of this facility. An alternative location had been found in Halifax Road and Wycombe Planning Department had been advising Serco on the likelihood of planning permission being granted. It was agreed that it was in everyone's interest to resolve this issue.

### **Bio Waste Infrastructure**

Bucks Waste Strategic Partnership was meeting on Friday 14 February 2014. There were no further updates at this stage. Councillor Martin requested further visits to waste and recycling facilities as the previous visit had been very useful.

### **IAA**

The Inter Authority Agreement (IAA) remained a red risk. A meeting had been arranged for 28 March to be attended by all relevant Officers to resolve any outstanding issues and sign off the IAA. Better communication between County and the Districts was requested.

### **Flooding**

Waste teams had been working in Marlow with emergency teams to respond to the recent flooding. Street cleaning had been suspended so that teams could fill and deliver sand bags to affected areas. This was hard physical work being done by Serco staff through the night in some cases. Teams had done an excellent job and it was requested that this be recognised. One complaint was received by a resident whose refuse had not been collected during flooding but catch up would be arranged as soon as vehicles could get access. Team work had been very good.

Councillors asked for their thanks to be relayed to Officers and Serco.

### **Communications**

It was requested that calendars be uploaded onto the website as soon as possible. It was advised that there were 10 different calendars which made it complicated to put in place. An estimate of when this could be done would be provided at the next meeting.

### **Phase 2 New Service in WDC**

Reported missed collections were in steady decline, and had started to return to the previous steady state and would be expected to improve further. Wycombe missed collections are between 250 and 280 and Chiltern 180 to 190. Collect and Return missed containers were also showing a steady decline. It was noted that whilst telephone calls had declined, emails had remained fairly high as residents prefer to communicate by email. Twitter had also been active, particularly the Wycombe account which is more established.

### **Phase 3 – Communal Collection Areas**

The Waste Roll Out Officers were visiting each location to assess the existing refuse arrangements, storage and containers in preparation for phase three. This phase had been expected to be completed before the end of the first contract year but was now unlikely to be in place before the summer. The Waste Roll Out Officers were on temporary contracts due to expire in May. It was therefore requested that these contracts be extended by 3 months. The Committee considered that it was not sensible to reduce staffing levels at this sensitive stage in the contract. It also considered the costs were likely to be accommodated within budgets, from additional recycling income and therefore it was agreed to extend the contracts of the Roll Out Officers for an additional 3 months.

### **Christmas 2013**

A wash up meeting had been held, involving waste services, customer services, communications and Serco. The notes from the meeting would be used to develop best practice for 2014. Overall it had gone well but they decided to begin communicating with residents earlier next year. The arrangements for Green Waste suspension would also be better communicated. A copy of the notes was requested for the Committee.

### **Risk Register**

The key current programme risks were unchanged.

### **RESOLVED –**

**That the report be noted.**

**That the contracts for the Waste Roll Out Officers be extended by 3 months.**

## **44 REVIEW OF POLICY ON BLUE RECYCLING BAGS (WYCOMBE)**

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

Requests had been received from households in the Wycombe District that had been issued with blue recycling bags, for additional bags. It was discussed whether or not there should be a charge for additional bags as the cost would be £2.50 each. In view of the costs involved and the small number of requests, it was agreed that no additional bags should be given out but that they should be available to purchase from the Council Offices and other community locations.

### **RESOLVED –**

**That no additional free blue recycling bags be provided (Wycombe area) but would be available for residents to purchase.**

## **45 INFORMATION ITEM: PENSION LIABILITY**

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

Members received an information item on the Joint Waste Pension Cost Partition Agreement between Chiltern District Council and Wycombe District Council.

### **RESOLVED –**

**That the report be noted.**



**46 FUTURE MEETINGS**

Thursday 10 April 2014, 10.30 am (CDC)

Thursday 26 June 2014, 10.30 am (WDC)

**The meeting ended at 12.41 pm**



## **REPORT TO THE JOINT WASTE COLLECTION COMMITTEE**

### **Joint Reporting of Service Performance Information to Members**

**Author: Caroline Hughes, Head of Environment, Wycombe District Council**

#### Background

At Wycombe District Council's (WDC's) Improvement and Review Commission (IRC) meeting in January 2014, it was agreed that a report would be taken to the IRC on 2 April 2014 on future reporting on the joint waste contract with a view to concluding the work of the Joint Task & Finish Group. The waste Senior Officer Board briefly discussed this at its meeting in January and agreed that a report would be brought to the Joint Waste Collection Committee in April on the outcome.

#### Detail

The view of the IRC meeting was that the Joint Task & Finish Group had completed its work and that performance matters should be considered by the JWCC (and the respective Cabinets as necessary) as the service moves forward post the roll out of the new service.

In respect of WDC, it was accepted that waste performance would be considered at the quarterly meeting of the Chairman and Vice Chairman of IRC and Chairman and Vice Chairman of Audit, and if necessary, any issues would be referred on.

There was a request that performance reporting should include the number of contacts and complaints made regarding the waste service.

It has already been agreed that a meeting will be held between Chris Marchant, Kitran Eastman and Caroline Hughes, to consider timetables and information for performance monitoring for this financial year and further information will be shared with the JWCC in due course.

This report also has a link to the later report on Key Operating Targets.

Councillor Peter Jones (from CDC) who was the Chairman of the Joint Task & Finish Group has sent an email to Members of the group, following consultation with other Members, confirming that the work of the group was complete and thanking Members and officers for their efforts.

#### Conclusion

That Members note the contents of this report.



## 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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