



**MINUTES of the Meeting of the  
CHILTERN & WYCOMBE JOINT WASTE COLLECTION COMMITTEE  
held on 26 JUNE 2014  
at WYCOMBE DISTRICT COUNCIL**

**PRESENT:**

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

Councillors:    M Smith (Chiltern District Council)  
                      C Harriss (Wycombe District Council)

Officers:        C Hughes (WDC), S Markham (CDC), R Prance (CDC & SBDC), R Fincham (CDC & SBDC), N Stannett (WDC), B Smith (CDC & SBDC), C Marchant (CDC), S Gordon (CDC), K Eastman (CDC & WDC) and L Hornby (WDC).

**APOLOGIES FOR ABSENCE** were received from C Spalton (WDC) and I Westgate (WDC).

**1      CHAIRMAN**

**RESOLVED -**

**That Councillor Mrs J Teesdale be elected Chairman for the remainder of the Municipal Year.**

**2      VICE-CHAIRMAN**

**RESOLVED -**

**That Councillor P Martin be elected Vice-Chairman for the remainder of the Municipal Year.**

**3      MINUTES**

The Minutes of the meeting held on 10 April 2014 were agreed as a correct record.

**4      DECLARATIONS OF INTEREST**

There were no declarations of interest.

## 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 the report which provided an update on the Programme Report and Risk Register and the following key points were made:

### **Health and Safety**

Members noted there had been a concern over the Bank Holiday catch-up when garden waste could not be tipped. There was a safety issue in that if it was left in the collection vehicle there was the potential for it to overheat and combust. After a short discussion it was agreed that the Chairman would write to Bucks County Councillor Lesley Clarke for commitment on opening times of the depot.

Following a visit to Agrivert it was questioned why Agrivert could not continue to be used due to the good job they are doing. It was noted that Agrivert had been working on an interim basis and that a long-term tender was being sought although it was not certain when this would be concluded.

### **Contract Update**

This was discussed later in the meeting.

### **Depots and Facilities**

#### Clay Lane

Members were advised that Serco continued to raise concerns about the management and infrastructure of the depot and a site visit by Members took place on 24 June 2014. It was noted there was a range of work required to bring the site up to standard and that a programme of works was being prepared by the WDC Estates Team.

## London Road

Members noted most work had now been completed and the site was subject to a Members' site visit on 24 June 2014.

### **BCC Interface**

Members noted the report.

### **Service Delivery**

It was reported that missed collections could be seen in Appendix 1 of the report and that only 3 weeks were above the internal target of 400. Approximately 325,000 containers were collected a week and some reported missed data was:

- Highest week – w/c 12/5/14 – 471 reported miss containers or 0.15% reported error rate. This was the week following bank holiday.
- Lowest week – w/c 5/5/14 – 268 reported miss containers or 0.08% reported errors rate. This was bank holiday week.
- w/c 9/6/14 – 361 reported miss containers or 0.11% reported error rate.

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

- Highest week – w/c 12/5/14 – 84 reported miss containers or 0.9% reported error rate. This was the week following bank holiday.
- Lowest week – w/c 26/5/14 – 45 reported miss containers or 0.5% reported error rate. This was bank holiday week.
- w/c 9/6/14 – 46 reported miss containers or 0.5% report error rate.

Members noted the tracker survey results for the last six months in Appendix 2 which showed a positive trend in satisfaction rates. Overall satisfaction in Chiltern had increased by 3.2 percentage points to 87.9% while overall the satisfaction in Wycombe had increased by 4.3 percentage points to 89.8%.

### **Phase Three – New Service**

Members noted that this phase would involve rolling out new recycling schemes to communal collection areas, schools etc. with the aim to collect the same range of materials as follows –

- Stage 1 – Enhanced dry recycling
- Stage 2 – Food waste if possible and garden waste if requested

Members noted that the project was currently delayed by about 4-6 weeks due to operational difficulties in the bank holiday season.

### **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 enhanced kerbside collection of recycling.

It was noted that Ashley Green Parish Council had been contacted in relation to a trial for the removal of one site to test all aspects of process which had been developed with Serco.

### **Communications**

It was reported that there had been no negative media coverage since the last Joint Waste Collection Committee.

Members also noted that the interim calendars had been circulated but that feedback had been minimal. It was agreed that a reminder be circulated to hopefully capture further feedback.

### **Customer Service**

Members noted details in Appendix 3.

### **Performance Figures**

Members' attention was brought to the performance table of the joint waste service 2013/14 as laid out in the report. Tonnage and percentage figures were very positive leading to a positive position to achieve targets in a full year following roll out.

### **Key Operating Targets (KOTs)**

Members were handed a report and appendix on KOTs which outlined the Councils' draft proposals to Serco to change some elements of the KOTs for year two of the joint waste service contract. Members were pleased to see the removal of some of the targets that were more appropriately monitored as part of the street cleansing zone standards. They also noted that penalty levels had not been changed. Concern was raised in relation to the timely collection of bins at recycling centres as residents' perception was negative should such bins be seen as full over a period of time. It was agreed that this target would be also be monitored as part of the street cleansing zone standards. Members also agreed that they wished to see KOT relating to clearing of fly tipping, and failure to collect clinical waste not be capable of being off-set, and thus in the "significant above target range".

### **RESOLVED –**

- A. The levels of the KOTs are agreed for year 2 of the contract (2014/15)**
- B. That the targets for 2015/16 are reviewed in December 2014**
- C. That the year 2 KOTs will run from April 2014 to March 2015**
- D. KOTs will be reported to the JWCC at each meeting but may run up to a month in behind**
- E. Arrangements are carried out to agree any necessary contract change with Serco**

### **Risk Register**

The Committee considered the Risk Register and the risk levels were noted. Members raised concern about the risk around whether the proposed waste transfer stations would go ahead or not.

It was noted that Appendix 4, which was not appended to the report, would be circulated shortly after the meeting.

**RESOLVED –**

**That the report be noted and that the Chairman write to County Councillor Lesley Clarke in relation to a commitment on depot opening times.**

**7 CONTRACTOR NOTICE OF CHANGE**

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

*Paragraph 5 – Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.*

The Committee considered the accompanying report and after much debate and questions answered they unanimously agreed that the report and the views of the committee should be presented to both Wycombe District Council Cabinet and Chiltern District Council Cabinet for determination.

**RESOLVED -**

**That the report and the views of the committee be presented to both Wycombe District Council Cabinet and Chiltern District Council Cabinet in September 2014 for determination.**

**8 PROVISION OF WORKSHOP FACILITIES AT CLAY LANE, WYCOMBE**

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

The Committee considered this item earlier in the meeting.

**9 DATE OF NEXT MEETING:**

The next meeting of the Chiltern and Wycombe Joint Waste Collection Committee to be held on Thursday 14 August 2014 at 10.30am at Chiltern District Council.