



## Chiltern & Wycombe Joint Waste Collection Committee

Thursday, 6th November, 2014 at 10.30 am

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

#### AGENDA

- 1 Evacuation Procedures
- Minutes (Pages 3 6)
   To agree the Minutes of the meeting held on 14 August 2014.
- 3 Apologies for Absence
- 4 Declarations of Interest
- 5 Joint Waste Client Budget Monitoring (Pages 7 8)

  Appendix (Pages 9 10)
- 6 Joint Waste Client Budget 2015/16 (Pages 11 12)

  Appendix (Pages 13 14)
- 7 Green Bin Renewal (Pages 15 16)
- 8 Future Service Developments (Verbal Report)
- 9 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.

#### 10 Programme Report & Risk Register (Pages 17 - 24)

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

Appendix 1 (Pages 25 - 26)

## 11 Joint Waste Collection Contract - Consideration of Request from Contractor (*Pages 27 - 28*)

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

Appendix (Pages 29 - 30)

#### 12 High Heavens Visit

Potential dates: Monday 24th, Friday 28th PM only or 8th December AM only.

**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 (Chairman)
Councillor Clive Harriss
Councillor Peter Martin (Vice-Chairman)
Councillor Michael Smith

Wycombe District Council
Chiltern District Council
Chiltern District Council

Date of next meeting – Thursday, 29 January 2015 (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.

Support Officer: Mathew Bloxham (mbloxham@chiltern.gov.uk; 01494 732143)



# MINUTES of the Meeting of the CHILTERN & WYCOMBE JOINT WASTE COLLECTION COMMITTEE held on 14 AUGUST 2014 at CHILTERN DISTRICT COUNCIL

#### PRESENT:

Councillor Mrs J Teesdale (Wycombe District Council) - Chairman

P E C Martin (Chiltern District Council) - Vice Chairman

Officers: K Eastman (CDC & WDC Senior Waste Officer), C Hughes

(WDC), C Marchant (CDC & SBDC), B Smith (CDC & SBDC)

and I Westgate (WDC)

**APOLOGIES FOR ABSENCE** were received from Councillors C Harriss (Wycombe District Council) and M R Smith (Chiltern District Council)

#### 10 MINUTES

The Minutes of the meeting held on 26 June 2014 were agreed as a correct record and signed by the Chairman.

#### 11 DECLARATIONS OF INTEREST

There were no declarations of interest.

#### 12 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.

#### 13 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 contract and during which the following key points were made:

#### **Contract Update**

The draft Contractor Notice of Change Cabinet report was considered at the CDC Performance and Resources Overview Committee. Members had requested an additional meeting to consider the report in more detail. The relevant WDC Cabinet Members would be invited to attend. The report would be considered by the WDC and CDC Cabinet meetings on 22 and 23 September respectively.

#### Joint Waste Committee for Bucks (JWC)

A report setting out options for the Waste Partnership Officer role would be considered at the next meeting of the JWC. The Chairman of the JWC would be invited to a site visit of Agrivert.

#### **Bank Holiday Green Waste Collection**

Following a site visit from the Environment Agency and confirmation from planning received at the meeting it was noted that garden waste could now be delivered at London Road Depot on Saturdays.

#### **Inter Authority Agreement (IAA)**

The joint county and district officer working group would be looking at the IAA. An update would be provided at the next meeting.

#### Joint Reporting

Several requests to report waste data jointly had been made to BCC. A further request would be made with a response deadline.

#### **Service Delivery**

Some comments had been received by Members from residents on the collect and return service about receptacles not being put back correctly by collection crews. Members were asked to report specific examples to the Senior Waste Officer for further investigation.

#### **Street Cleansing**

Members expressed thanks to the officer who provided evidence that was used to successfully prosecute an individual caught fly tipping at Chiltern Avenue Car Park. Some joint work across Buckinghamshire authorities was being carried out in relation to on the spot fixed penalty notices for littering.

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

It was suggested that the survey used to canvass residents' views on the removal of bring sites should be setup to prevent multiple votes being cast by a single resident.

#### **Communications**

It was suggested that it may be helpful to residents if the waste collection calendars were consistent across the Buckinghamshire. Further work would be done to encourage residents to use electronic methods. It was also suggested that waste collection dates could also be included in parish council

newsletters and other community publications. An update on the communications plan would be provided at the next meeting.

#### Risk Register

An item on the Bank Holiday catch up would be added to the risk register.

#### **Work Programme**

A work programme for the Committee was requested to enable Members to identify items for consideration at future meetings. A site visit of the High Heavens site in High Wycombe would be arranged for Councillors P Martin (CDC), Mrs I Darby (CDC), G Harris (CDC), Mrs J Teesdale (WDC), Mrs L Clarke (BCC), Mrs N Glover (BCC) and N Naylor (SBDC).

#### **RESOLVED** –

That the report be noted.

#### 14 **NEXT MEETING:**

The following future meeting dates were agreed:

- Thursday 6 November, 10.30am (Committee Room 1, WDC)
- Thursday 29 January 2015, 10.30am (Cabinet Room, CDC)

The meeting ended at 12.25 pm

Item 5

Classification: OFFICIAL

## JOINT WASTE COLLECTION COMMITTEE 6 NOVEMBER 2014

#### JOINT WASTE CLIENT BUDGET MONITORING

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

#### **RECOMMENDATIONS**

That the Joint Waste Client Budget Monitoring report is noted, as detailed in Appendix 1.

1. This report is to provide Members with details of the Joint Waste Client Budget Monitoring for 2014/15.

#### **Joint Waste Client Budget**

- 2. Attached as Appendix 1 is the full year budget for 2014/15, the profiled budget and the actual spend to 30 September 2014.
- 3. Salaries are overspent as at the end of quarter 2, however the overspend is caused primarily by a number of temporary staff whose contracts have ended in the second quarter. The overspend is therefore not expected to continue at the same rate for the remainder of the year. In addition, there is an underspend on casual staff which partially offsets the overspend on salaries.
- 4. The Appendix shows an underspend of £50,000 on general advertising costs, although this is expected to be on budget by the end of the year. Green Waste Admin, a budget which was intended to cover additional costs associated with administering the green waste charges within Chiltern, is also underspent. The sundry expenses budget is currently showing as underspent, although this is a timing issue as the Bucks Waste Partnership invoice is received annually.
- 5. The Appendix also shows income from Green Waste (CDC only) to be higher than the budget, however as residents pay for the green waste service for the full year in advance the income will need to be adjusted at year end to show the relevant proportion of the income as a payment in advance.
- 6. Income from recycling credits is lower than budget, however this is a timing issue as Quarter 2 recycling credits cannot be claimed until the data has been finalised.
- 7. The most concerning aspect of the budget is income from IAA, which is currently unknown.

Classification: OFFICIAL

### **Appendix**

Joint Waste (	Client YTD	2014/15
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Joint Waste Client YTD 2014/15					CDC	WDC			
Description	Full year Budget	YTD Budget	YTD Actual	Variance	CDC share %	WDC share %	YTD CDC £	YTD WDC £ Notes	
<b>,</b>	, 5			(Bud - Act)					
Employee Expenses									
DIRECT SALARIES	457,920	228,960	247,808	-18,848	47.40%	52.60%	117,461	130,347	
DIRECT SALARIES NI	36,430	18,215	19,252	-1,037	47.40%	52.60%	9,125	10,127	
DIRECT SALARIES SUPER	44,669	22,335	29,905	-7,570	47.40%	52.60%	14,175	15,730	
CASUAL WORKERS - GENERAL HEALTH INS. COVER	25,000 1,410	12,500 705	1,500 48	11,000 657	47.40% 47.40%	52.60% 52.60%	711 23	789 25	
COMPUTERSHARE VOUCHERS	1,410	703	63	-63	47.40%	52.60%	30	33	
POST ENTRY TRAINING	2,000	1,000	1,776	-776	47.40%	52.60%	842	934	
MEDICAL SCREENING FEES	,		,	0	47.40%	52.60%	0	0	
STAFF ADVERTISING				0	47.40%	52.60%	0	0	
INTERVIEW EXPENSES				0	47.40%	52.60%	0	0	
PROFESSIONAL GROUP MEMBERSHIP	1,820	910	0	910	47.40%	52.60%	0	0	
FIDELITY GUARANTEE	100	50	0	50	47.40%	52.60%	0	0	
PERSONAL ACCIDENT - GENERAL	120	60	0	60	47.40%	52.60%	0	0	
EMPLOYERS LIABILITY	1,190	595	0	595	47.40%	52.60%	0	0	
Premises Expenses									
MAINT - PLANT/EQUIP - ELECTRIC	3,600	1,800	0	1,800	47.40%	52.60%	0	0	
•	,	,		,					
Transport Expenses									
NON - PAYROLL EXPENSES	5,000	2,500	0	2,500	47.40%	52.60%	0	0	
PAYROLL EXPENSES		0	44	-44	47.40%	52.60%	21	23	
MILEAGE VIA LOG SHEETS		0	8,446	-8,446	47.40%	52.60%	4,003	4,443	
Supplies & Services									
TOOLS & EQUIPMENT PURCHASE	10,000	5,000	391	4,609	47.40%	52.60%	185	206	
OFFICE FURNITURE/EQUIP PURCH	.5,500	2,000	5,1	0	47.40%	52.60%	0	0	
PROTECTIVE CLOTHING	3,300	1,650	638	1,012	47.40%	52.60%	302	336	
EXTERNAL PRINTING & STATIONERY	500	250		250	47.40%	52.60%	0	0	
TELEPHONE CHARGES				0	47.40%	52.60%	0	0	
MOBILE COMMUNICATIONS	1,500	750	0	750	47.40%	52.60%	0	0	
SOFTWARE PACKAGES - PURCHASE				0	47.40%	52.60%	0	0	
SOFTWARE DEVELOPMENT	20,000	10,000	0	2.460	47.40%	52.60%	0	0	
COURSES / SEMINARS SUBSCRIPTIONS - GENERAL	5,000 700	2,500 350	40 0	2,460 350	47.40% 47.40%	52.60% 52.60%	19 0	21 0	
INSURANCE POLICIES - GENERAL	2,000	1,000	0	1,000	47.40%	52.60%	0	0	
GENERAL ADVERTISING	92,200	46,100	-6,634	52,734	33.00%	67.00%	-2,189	-	lit agreed JWCB 23/5/12
SUNDRY EXPENSES - Green waste admi	25,000	12,500	,	12,500	100.00%	0.00%	0	0	· ·
SUNDRY EXPENSES - Bucks Waste Partr	40,000	20,000		20,000	100.00%	0.00%	0	0	
STAFF PARKING - SEASON TICKETS				0	100.00%	0.00%	0	0	
MISCELLANEOUS RECHARGES			-2,500	2,500	47.40%	52.60%	-1,185	-1,315	
INTERNAL PRINTING CHARGES	500	250	0	250	47.40%	52.60%	0	0	
STATIONERY	200	100	0	100	47.40%	52.60%	0	0	
POSTAGES PHOTOCOPYING	1,000 100	500 50	0	500 50	47.40% 47.40%	52.60%	0	0 0	
INTERNAL TELEPHONE RECHARGE	1,000	500	0	500	47.40%	52.60% 52.60%	0	0	
THE TELEVISION OF THE PROPERTY OF	.,000	555		300		52.55%		· ·	
Support Recharges									
SUPPORT SERVICES RECHARGE - GENEI	543,501	271,751	273,151	-1,400	100.00%	0.00%	273,151	0	
SUPPORT SERVICES RECHARGE -									ervices recharges specific split
CUSTOMER SERVICES	75,650	37,825	37,825	0	47.32%	52.68%	17,900	19,925 agreed	
SUPPORT SERVICES RECHARGE -	44.370	F (00	F (00		47. 400/	F2 (00)	2 (02	2 000 C	-1
CONTENDER SUPPORT SERVICES RECHARGE -	11,360	5,680	5,680	0	47.40%	52.60%	2,692	2,988 Contender of	.narges
OFFICE ACCOMMODATION	46.231	23,116	23,116	0	100.00%	0.00%	23,116	0	
<del>-</del>	1,459,001	729,502	640,549	78,953		-	460,383	180,166	
Income				_				_	
SALE OF GREEN REFUSE SACKS			,	0	100.00%	0.00%	0	0	
SALE OF LITTER BIN PICKERS SALE OF WASTE BIN BOXES	-34,000	-17,000	-6 -11,504	6 -5,496	35.40% 35.40%	64.60% 64.60%	-2 -4,072	-4 -7,432	
SALE OF WASTE BIN BOXES	-54,000	-17,000	-11,304	-3,470	33.40%	04.00%	-4,072		redit income will be split on
RECYCLING CREDITS - RECEIVED	-942,300	-471,150	-313,609	-157,541	35.40%	64.60%	-111,018		e the figures are finalised.
COLLECTION BULKY HOUSEHOLD WST	-117,600	-58,800	-57,600	-1,200	35.40%	64.60%	-20,390	-37,210	-
SCHOOL WASTE COLLECTION	-125,400	-62,700	-63,779	1,079	35.40%	64.60%	-22,578	-41,201	
GREEN WASTE COLLECTION	-420,000	-210,000	-464,496	254,496	100.00%	0.00%	-464,496	0	
MISCELLANEOUS RECHARGES	-690	-345	920	-1,265	100.00%	0.00%	920	0	
MISCELLANEOUS (OTHER) INCOME	0	0	-18,967	18,967	100.00%	0.00%	-18,967	0	
_	-1,639,990	-819,995	-929,041	109,046		-	-640,603	-288,438	
	-1,659,790	-675,610	-747,041	107,040			-040,003	-200,430	
=	-180,989	-90,493	-288,492	187,999		-	-180,220	-108,272	
<del>-</del>		· · · · ·	,			-		<u> </u>	
IAA									
IAA AVOIDED FINANCIAL PRESSURE	-100,000	-50,000	0	-50,000					
Other									
SALE OF RECYCLED MATERIALS		0	23,118	-23,118					
		J	_5,5	,					

Item 6

Classification: OFFICIAL

## JOINT WASTE COLLECTION COMMITTEE 6 NOVEMBER 2014

#### JOINT WASTE CLIENT BUDGET

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

#### **RECOMMENDATIONS**

That the 2015/16 Joint Waste Client Budget is agreed, as detailed in Appendix 1, for forwarding to the appropriate Councils.

That the 2015/16 Cost Sharing Proposal for direct income and expenditure is agreed, as detailed in Appendix 1.

1. This report is to provide Members with details of the Joint Waste Client Budget for 2015/16 to review and agree.

#### **Joint Waste Client Budget**

- 2. Attached as **Appendix 1** is the proposed Joint Waste Client Budget for 2015/16. The budget has been prepared on the basis of a single cost centre for <u>all</u> client side costs.
- 3. Members are requested to review and approve this.
- 4. If the Joint Waste Committee agrees the proposed budget then the next step will be for CDC and WDC to incorporate their appropriate shares in their individual 2015/16 budget setting processes.

#### **Direct Income and Expenditure Sharing Proposal**

- 5. The starting point is that both authorities should not be financially any worse off from having a joint waste client than if they retained their own client team. However it is also important that client team costs are shared in line with what drives these costs.
- 6. For 2015/16 it is therefore proposed that:
  - Except where specific cost shares have been agreed, all joint waste client expenditure is shared in line with the pre joint client budgetary provisions. Nb: This is the same approach that we used for 2013/14 and 2014/15.
  - The cost share for the customer services support recharge is being reviewed following the end of the Northgate contract. This will be the subject of a report to the next JWCC.

Item 6

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• All general income (ie excluding income from chargeable green waste) is shared in line with the general household split.

- 7. **Appendix 1** shows the proposed splits for each budget line, which Members are asked to review and approve.
- 8. With regard to potential Avoidable Financial Pressures (AFP) income from BCC, this has not been included and a separate agreement will need to be reached regarding this. There is concern about whether this income will be received.

#### Joint Waste Client Budget 2015/16

	Agreed Budget	Proposed	CDC share				
Description	2014/15	Budget 2015/16	% W	/DC share %	CDC share £	WDC share £ Note	es
Employee Expenses							
SALARIES AND RELATED COSTS	539,019	572,310	47.40%	52.60%	271,275	301,035	
CASUAL WORKERS - GENERAL	25,000	25,000	47.40%	52.60%	11,850	13,150	
HEALTH INS. COVER	1,410	1,410	47.40%	52.60%	668	742	
TRAINING, COURSES AND CONFERENCES	2,000	2,000	47.40%	52.60%	948	1,052	
PROFESSIONAL GROUP MEMBERSHIP	1,820	1,820	47.40%	52.60%	863	957	
Premises Expenses							
MAINT - PLANT/EQUIP - ELECTRIC	3,600	3,600	47.40%	52.60%	1,706	1,894	
Transport Expenses							
NON - PAYROLL EXPENSES - TRAVEL	5,000	20,000	47.40%	52.60%	9,480	10,520	
NON TAMOLE EXILENSES THAT	3,000	20,000	17.1070	32.0070	3,100	10,320	
Supplies & Services							
TOOLS & EQUIPMENT PURCHASE	10,000	9,000	47.40%	52.60%	4,266	4,734	
PROTECTIVE CLOTHING	3,300	3,300	47.40%	52.60%	1,564	1,736	
<b>EXTERNAL PRINTING &amp; STATIONERY</b>	500	500	47.40%	52.60%	237	263	
MOBILE COMMUNICATIONS	1,500	2,000	47.40%	52.60%	948	1,052	
SOFTWARE DEVELOPMENT	20,000	20,000	47.40%	52.60%	9,480	10,520	
COURSES / SEMINARS	5,000	5,000	47.40%	52.60%	2,370	2,630	
SUBSCRIPTIONS - GENERAL	700	700	47.40%	52.60%	332	368	
INSURANCE POLICIES - GENERAL	3,410	3,410	47.40%	52.60%	1,616	1,794	
GENERAL ADVERTISING	92,200	69,200	33.00%	67.00%	22,836	46,364 Spec	cific split agreed JWCB 23/5/12
SUNDRY EXPS - Green waste admin	25,000	10,000	100.00%	0.00%	10,000	0	
SUNDRY EXPS - Bucks Waste Partnership	40,000	40,000	50.00%	50.00%	20,000	20,000	
INTERNAL PRINTING CHARGES	500	500	47.40%	52.60%	237	263	
STATIONERY	200	200	47.40%	52.60%	95	105	
POSTAGES	1,000	1,000	47.40%	52.60%	474	526	
PHOTOCOPYING	100	100	47.40%	52.60%	47	53	
INTERNAL TELEPHONE RECHARGE	1,000	1,000	47.40%	52.60%	474	526	
Commant Daylorus							
Support Recharges SUPPORT SERVICES RECHARGE - GENERAL	F 42 F 01	E42 E01	100.00%	0.00%	543,501	0	
SUPPORT SERVICES RECHARGE - GENERAL	543,501	543,501	100.00%	0.00%	543,501		ramar Carriago rachargos en esifia enlit provincele
CLIDDODT CEDVICES DECLIADOS CUSTOMAS							comer Services recharges specific split previously
SUPPORT SERVICES RECHARGE - CUSTOMER	75.650	75.650	47 220/	E3 C00/	25 000	-	ed. To be revised following the end of the
SERVICES SUPPORT SERVICES RECHARGE	75,650	75,650	47.32%	52.68%	35,800	JS,850 NON	thgate contract.
SUPPORT SERVICES RECHARGE -	11 200	11 200	47.400/	E3 C00/	E 205	E 07E	
CONTENDER	11,360	11,360	47.40%	52.60%	5,385	5,975	

Classification: OFFICIAL-SENSITIVE

#### Joint Waste Client Budget 2015/16

Description	Agreed Budget	Proposed Budget 2015/16	CDC share	DC share %	CDC share f	WDC share £ No	ntec
•	2014/13	Duuget 2013/10	70 VV	DC 3Hare 70	CDC share I	WDC shale I No	nes
SUPPORT SERVICES RECHARGE - OFFICE							
ACCOMMODATION	46,231	46,231	100.00%	0.00%	46,231	0	
	1,459,001	1,468,792			1,002,683	466,109	
Income							
SALE OF WASTE BIN BOXES	-34,000	-20,000	35.40%	64.60%	-7,080	-12,920	
	,	,			,		ecycling credit income will be split on actuals once
RECYCLING CREDITS - RECEIVED	-942,300	-1,300,000	35.40%	64.60%	-460,200		e figures are finalised.
COLLECTION BULKY HOUSEHOLD WST	-117,600	-100,000	35.40%	64.60%	-35,400	-64,600	
SCHOOL WASTE COLLECTION	-125,400	-128,000	35.40%	64.60%	-45,312	-82,688	
GREEN WASTE COLLECTION	-420,000	-420,000	100.00%	0.00%	-420,000	0	
MISCELLANEOUS RECHARGES	-690	-700	100.00%	0.00%	-700	0	
MISCELLANEOUS (OTHER) INCOME	0	-15,000	100.00%	0.00%	-15,000	0	
-	-1,639,990	-1,983,700		<del>-</del>	-983,692	-1,000,008	
-	-180,989	-514,908		-	18,991	-533,899	
-	·			_	·	0	
IAA							
IAA AVOIDABLE FINANCIAL PRESSURE	-100,000	0					
Other							
SALE OF RECYCLED MATERIALS							
Coding for Recharges to WDC							
WYCOMBE DC EXPENDITURE	787,668	1,000,008				1,000,008	
RECHARGE TO WYCOMBE DC	-450,575	-466,109				-466,109	
-	56,104	18,991		-	18,991	0	

#### **Joint Waste Services**

#### Update on the Renewal Process for Chargeable Green Bins in Chiltern

Kitran Eastman - 24th October 2014

#### **Purpose**

The purpose of this briefing note is to update members of the outcomes for renewing the chargeable garden waste project.

#### **Background**

In July 2013 a chargeable garden waste service was introduced for all residents in the Chiltern District. Residents could opt into the service for 12 months at a cost of £35. This would give residents 25 collections, with a suspended service for two weeks during Christmas/New Year.

Residents could either go online, telephone or call to sign up for the scheme. Due to the short lead in time, and on-going upgrades to the Chiltern website it was not possible for the web form to be integrated so all details were manual input onto our system by the waste team.

Most residents signed up for the new scheme between May 2013 and August 2013

- By the end of August 2013, **13,247 households** had signed up for the new chargeable garden waste service, or 34% of the district.
- By 1<sup>st</sup> April 2014, 13,863 households had signed up for the new chargeable garden waste service
- By 30<sup>th</sup> May 2014 13,916 households had signed up for the new chargeable garden waste service

All residents who had signed up for the scheme were sent a sticker to put on their bin which would act like tax disk. The stickers had text on saying "Valid until End 09/14". For those who sign up later in the year they were issued a sticker with a later date.

#### **Year One Renewals**

Classification: OFFICIAL

The first batch of properties needed to be renewed in September 2014. In July 2014 either an email or a letter was sent to residents who needed to renew their subscription. These communications were designed to strongly signpost residents towards online renewals, rather than by telephone or in person. This approach has been successful in persuading more residents to renew on line as compared with the initial subscriptions in Year 1, which has eased the pressure on Customer Services.

In year one (2013/14) the split between online and telephone/in person renewals was:

Year	Online renewals	% signed up online	The second secon	% signed up by telephone and in person renewals	Total renewals
2013/14	6,022	43%	7841	57%	13,863

#### **Joint Waste Services**

Year two (2014/15) renewals:

Month	Online renewals	% signed up online	Telephone and in person renewals	% signed up by telephone and in person renewals	Total renewals
July	2,315	84%	443	16%	2,758
August	2,430	64%	1,358	36%	3,788
September	1,844	57%	1,380	43%	3,224
TOTAL	6,589	67%	3,181	33%	9,770

Following a resident renewal, terms and conditions and a new sticker were sent out. Residents were told that the new sticker must be displayed on the bin to ensure collection.

In the first week in October a number of Green bins were not collected which did not display a valid sticker. Some residents had not paid for the service and some had failed to attach the new sticker. Residents were informed to either pay for the next year of service, or to ensure on the next collection that the bin was presented with a valid sticker.

A reminder is being sent to all residents who have not renewed to remind them that they can do so at any time.

#### **Summary**

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The renewal process has been very successful in 2014. Improvements in online automation have reduced staff time needed and made the process more efficient. We have managed through communications and these to move from 43% of residents signing up online to 67%. This potential has reduced telephone and walk up contacts 2,388 between July and September.

Options should be considered for 2015 renewals to try and increase the move to online sign ups. This could be done through differential pricing and more online engagement.



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

Document is Restricted

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Notice Issued under Regulation 5 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 of the intention to consider a report in private

Regulation 5 of the above Regulations requires 28 clear-days notice of a decision-making body's intention to meet in private, including a statement of the reasons for the meeting to be held in private.

Where the date by which a meeting must be held makes compliance with this regulation impracticable, the meeting may only be held in private with the agreement of the Chairman of the relevant Overview & Scrutiny Committee that the meeting is urgent and cannot reasonably be deferred. Once agreement is reached a notice must be published setting out the reasons why the meeting is urgent and cannot reasonably be deferred.

Decision to be taken	Decision-Maker & Date	Reason Private	Reason Regulation 5 Not Complied With
_			The request was received
			by the Councils' after the
			publication of the 28 Day
To consider a report			Notice and a decision is
on a request received		or business affairs of	required as a matter of
from the contractor	2014	any person or	urgency in order to protect
regarding the joint		organisation	the Council' interests
waste contract			

Approval for these items to be considered in private by the Chiltern & Wycombe Joint Waste Collection Contract on 6 November 2014 was received from Councillor N Brown (Chairman of Chiltern District Council) and Councillor R Gaffney (Chairman of Wycombe District Council's Improvement & Review Commission) who agreed that this item was urgent and could not reasonably be deferred.

Alan Goodrum

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Chief Executive, Chiltern and South Bucks District Councils

Notice Published: 29 October 2014

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