



Chiltern & Wycombe Joint Waste Collection Committee

Thursday, 29th January, 2015 at 10.00 am

Large & Small Committee Room, King George V House, King George V Road,
Amersham

A G E N D A

- 1 Evacuation Procedures
- 2 Minutes (*Pages 3 - 8*)
To agree the Minutes of the meeting held on 6 November 2014.
- 3 Apologies for Absence
- 4 Declarations of Interest
- 5 Programme Report & Risk Register (*Pages 9 - 14*)
Appendix 1 (Pages 15 - 18)
Appendix 2 (Pages 19 - 22)
- 6 Customer Service Options (*To Follow*)
- 7 CDC & WDC Early Roll Out Funding Split (*To Follow*)
- 8 TEEP (*Verbal Report*)
- 9 Serco Corporate Restructure (*Pages 23 - 24*)
- 10 Dates of Future Meetings

The agree the following meeting dates:

Thursday 19 March (CDC – due to room availability)
Thursday 11 June (CDC)
Thursday 16 July (WDC)
Thursday 10 Sept (CDC)
Thursday 5 November (WDC)

Note: Meetings start at 10.30am.

11 Exclusion of the Public (if required)

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.

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)	Wycombe District Council
Councillor Clive Harriss	Wycombe District Council
Councillor Peter Martin (Vice-Chairman)	Chiltern District Council
Councillor Michael Smith	Chiltern District Council

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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 6 NOVEMBER 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)

Officers: C Hughes (WDC), R Prance (CDC & SBDC), N Stannett (WDC), C Marchant (CDC), S Gordon (CDC), K Eastman (CDC & WDC), I Westgate (WDC), H O'Keefe (CDC), J Bacchus (WDC) and L Hornby (WDC).

APOLOGIES FOR ABSENCE were received from Councillor C Harriss, C Spalton (WDC) S Markham (CDC) and B Smith (CDC & SBDC).

1 MINUTES

The Minutes of the meeting held on 14 August 2014 were agreed as a correct record.

2 DECLARATIONS OF INTEREST

There were no declarations of interest.

3 JOINT WASTE CLIENT BUDGET MONITORING

The Committee noted that salaries were overspent due to temporary staff whose contracts ended during the second quarter, therefore it was not expected for the overspend to continue. It was noted however, that overall the client side would be on budget by the end of the year. Income from recycling credits was lower than the budget although it was noted this was due to a timing issue as Quarter 2 recycling credits could not be claimed until data had been finalised.

4 JOINT WASTE CLIENT BUDGET 2015/16

Members considered the report before them and noted that there were no major changes from the current budget. Part of the current budget had been spent on more administration staff. Despite the geographical size of the area it was hoped that ways of reducing the travel/transport budget could be found. It was noted that the Chilterns Green Waste administration emergency fund was down to £10,000. In light of the contract between Northgate and WDC

coming to an end in early 2015 a report would be brought to JWCC's next meeting looking specifically at the CSC element. The committee noted that the cost share would be the same as the current year. Details of the budget would be taken to respective Cabinet's in February 2015. It was agreed to try and get the cost sharing mechanism details to officer's before Christmas.

RESOLVED –

That the report be noted and agreed.

5 GREEN BIN RENEWAL

Members considered the report before them and noted that by the end of August 2013 13,247 households had signed up to the scheme and by the end of the year that number had risen to just under 14,000 with 43% signing up online and 57% either signing up in person or via the telephone. In year 2 (2014/15), total renewals till the end of September 2014 had reached 9,770 with 67% online renewals compared to 33% in person or telephone renewals. Reminders for renewals had been sent via email, where an email address had been provided, which was more cost effective than sending out letters to all. Links to renewals payments were provided on websites and on other social media. It was agreed that the pricing was very competitive although it was noted that whilst CDC residents were paying for the service, WDC residents were being provided the service for free.

6 FUTURE SERVICE DEVELOPMENTS

This item was not reported.

7 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.

8 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 were no issues arising since the last meeting.

Contract Update

This was discussed later in the meeting.

Depots and Facilities

Clay Lane

Members were advised that Serco had agreed to host a user group to enable tenants to feedback any issues.

London Road

Members noted that a meeting had been held between the architect and designer and potential area recognised which would be explored further. It was noted that there were currently six or seven tenants in the area which would require negotiation, although some would be easier than others. It was noted that local residents were not totally enthused by the scheme.

BCC Interface

Long Term Bio Infrastructure

Members noted the report.

IAA/AFP

Members noted that in relation to High Heavens, a positive report had been received the previous day and that there were no longer any restrictions. A letter had been received from Councillor Clarke on the proposals for future payments for the AFP fund and that invoices had been raised for 2014/15 for the following –

- WDC - £55,606 (previously expected payment was £117,554)
- CDC - £58,535 (previously expected payment was £103,067)

High Heavens Tipping

It was noted that costs were an issue that was being investigated as there could potentially be an impact on services.

Joint Reporting

Members noted that a response had been received from BCC on 29 September 2014. The request by Chris Marchant had been declined until 2015/16 and a further response had been sent to BCC.

Bulky Waste Project

BCC had released their final plan with a requirement for a quick turnaround although an alternative option had been put forward by WDC and CDC whereby the collection contractor delivered all bulky waste directly to a TPRO for segregation to take place. However, to date, this had now been acknowledged as an option within the strategy.

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 of 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%.

TEEP

Members noted that this was a particularly complicated issue and officers were still working their way through the TEEP compliance. An assessment of the current joint waste service was being undertaken whether to establish the two-stream recycling service complied with the law by applying the Necessity test and the TEEP test. An item was due to be taken to the CDC Cabinet in December and to WDC Cabinet in February.

Service Delivery

Members noted that the figures provided in the report and that the contractor was working to reduce the number of missed containers. It was noted that Serco was suffering from not having supervisors currently and therefore staff focus was suffering as a consequence.

Street Cleansing

Members noted the report on Street Cleansing and expressed their surprise that Marlow had not fared better in the In Bloom competition, particularly as it was a tourist town. It was agreed that Ward Councillors would be alerted in future.

Green Bin Renewals

This was subject of a separate report.

Phase Three – New Service

Members noted that this phase involved rolling out the new recycling schemes to communal areas, schools etc. WDC had rolled out to all, despite some issues which were being resolved. CDC had fewer communal areas. It was noted that officers were leaving so care was being taken to address issues as they arise.

Phase Four – Recycling Centres

It was reported that, following discussions with Ashley Green Parish Council and online survey was posted on the CDC website for residents' views on the removal of Ashley Green recycling centre. To date a total of 26 responses had been received with 70.59% voting to have the site removed.

Communications

It was reported that a recycling calendar had been produced to be put through letterboxes. These calendar's included visual aids to what can and cannot be put in recycling bins.

Customer Service

Members noted that the WDC had awarded their new ICT contract to Capita and handover work was being undertaken between two companies.

Key Operating Targets (KOTs)

Members were updated that a proposal was still with Serco.

Performance Data

Members considered the provisional Q2 figures provided and noted that under section 10, 'JWS Customer Service Calls answered within 2 seconds', should read '....answered with 20 seconds.'

Staffing

Members noted that two staff posts were currently being advertised.

Risk Register

Members considered the Risk Register and noted that an additional risk would be added.

RESOLVED – that the report be noted.

9 JOINT WASTE COLLECTION – CONSIDERATION OF REQUEST FROM CONTRACTOR

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

The Committee considered the accompanying report and noted the concerns listed under 1.3 of the report. It was agreed that if nothing had been heard back by the end of November the Committee believed it was well within its rights to take action. Once a response had been received a further report would be given to the Committee.

10 HIGH HEAVENS VISIT

The Committee agreed the visit should take place on Monday 24 November at 14:00. They also agreed a second, back-up, date should the first not be convenient, of Monday 8 December at 10:00.

11 DATES OF NEXT MEETING

The next meeting of the Chiltern and Wycombe Joint Waste Collection Committee to be held on Thursday 29 January 2015 at 10.30am in the Cabinet Room, King George V House, King George V Road, Amersham.

Joint Waste Collection Committee (29th January 2015)

Author - Kitran Eastman 15th January 2015

1. Introduction

The purpose of this report is to advise Members of the committee of the progress made on the programme to date.

2. Programme Overview

The key elements of the programme covered in this report are

- Health and Safety
- Depots and Facilities
- BCC Interface (Bio Waste and IAA)
- Service Delivery
- Phase 3 – New Service
- Phase 4 – Recycling Centres
- Communications
- Performance Figures
- KOTs

2.1 Health and Safety

We have had one reportable incident since the last meeting. The loader who was injured before Christmas continues to make progress, and is now back at home. Health and Safety Executive (HSE) investigation found Serco's processes and procedures, accident investigation, and training to be in order and of a good standard.

The risk level for this part of the programme is currently as Green

2.2 Depots and Facilities

Clay Lane

Work is on-going to potentially reinstate the use of the fuel tanks at Clay Lane, subject to Serco/WDC undertaking pre re-commissioning soils investigation around the tank, so as to determine whether any existing below ground contamination exists, thereby ensuring liability is understood for any post re-commissioning contamination, if it was to arise.

London Road Workshop

This is subject to a verbal update from Chris Marchant

The risk level for this part of the programme is currently as Red

2.3 BCC Interface

Long Term Bio Infrastructure

BCC and WDC/CDC officers met in January regarding bio waste procurement. BCC needs to procure suitable biowaste treatment services across the county. Biowaste tonnages projected for 2014/15 across Bucks are:

- 50,000 tonnes of Garden Waste; and
- 18,000 tonnes of Food Waste.

Currently BCC are using a number of interim treatment contracts, procured via exemptions, and four temporary transfer points

- Aston Clinton HWRC near Aylesbury
- High Heavens near High Wycombe
- London Road Depot, Amersham
- Pembroke Road Depot, Aylesbury

During the meeting with BCC WDC/CDC officers where clear that the food waste tipping facility should remain at the London Road East to prevent the need for additional millage, and vehicles to tip at High Heavens.

The BCC Biowaste Strategy project has been commissioned to look at most “suitable” long-term solution. For this 24 options were considered, and whittled down to a six option short-listed for detailed evaluation based on an assessment of:

- 60% technical; and
- 40% financial.

A preferred option, however, has now been chosen, and will be progressed to the following timeframe

- **February 2015:** Final approval of Biowaste Strategy by BCC Cabinet Member;
- **April 2015:** Re-tender of existing Interim Biowaste Treatment Contracts
- **April 2016:** Procurement of long-term biowaste treatment contract(s);
- **June 2018:** Start of WTS construction; and
- **January 2019:** WTS(s) operational and full services commencement.

The risk level for this part of the programme is currently as Amber

IAA/AFP

BCC have processed the payment for 2013/14 IAA payments.

- WDC - £55,606 (previously expected payment was £117,554)
- CDC - £58,535 (previously expected payment was £103,067)

Work has commenced on calculating the 2014/15 IAA payments based on the first 6 months performance

The risk level for this part of the programme is currently as Amber

High Heavens Tipping

Waste Services

BCC have now agreed to allow CDC garden waste vehicles to also tip food waste at High Heaven, when they are there tipping garden waste.

Joint Reporting

Following on from a request made by the Joint waste team in 2014, BCC have **arranged** a meeting to scope out how CDC and WDC will joint report from April 2015.

The risk level for this part of the programme is currently as Amber

2.4 TEEP

Regulation 12 of the Waste Regulations for England & Wales 2011 requires that local authorities perform separate collections of paper, glass, plastic and cans from January 2015, in order to improve the quality of recovered recycle and provide support to recycling markets.

Under the regulations, separate collections are, by law, the default collection but a **Necessity** test and a **TEEP** test may be applied to comingled and two stream collections to establish whether they are able to yield materials of comparable quality and quantity at a comparable cost and environmental impact to separate collections. (TEEP represents the technical, environmental and economic practicability).

The Environment Agency is currently in consultation with DEFRA regarding their enforcement procedure with regards to **this requirement**.

An assessment of the current joint waste service is now being carried out to establish whether the two stream recycling service complies with law by applying the Necessity test and the TEEP test. An item will be brought to the Joint Waste Collection Committee at its next meeting.

The risk level for this part of the programme is currently as Green

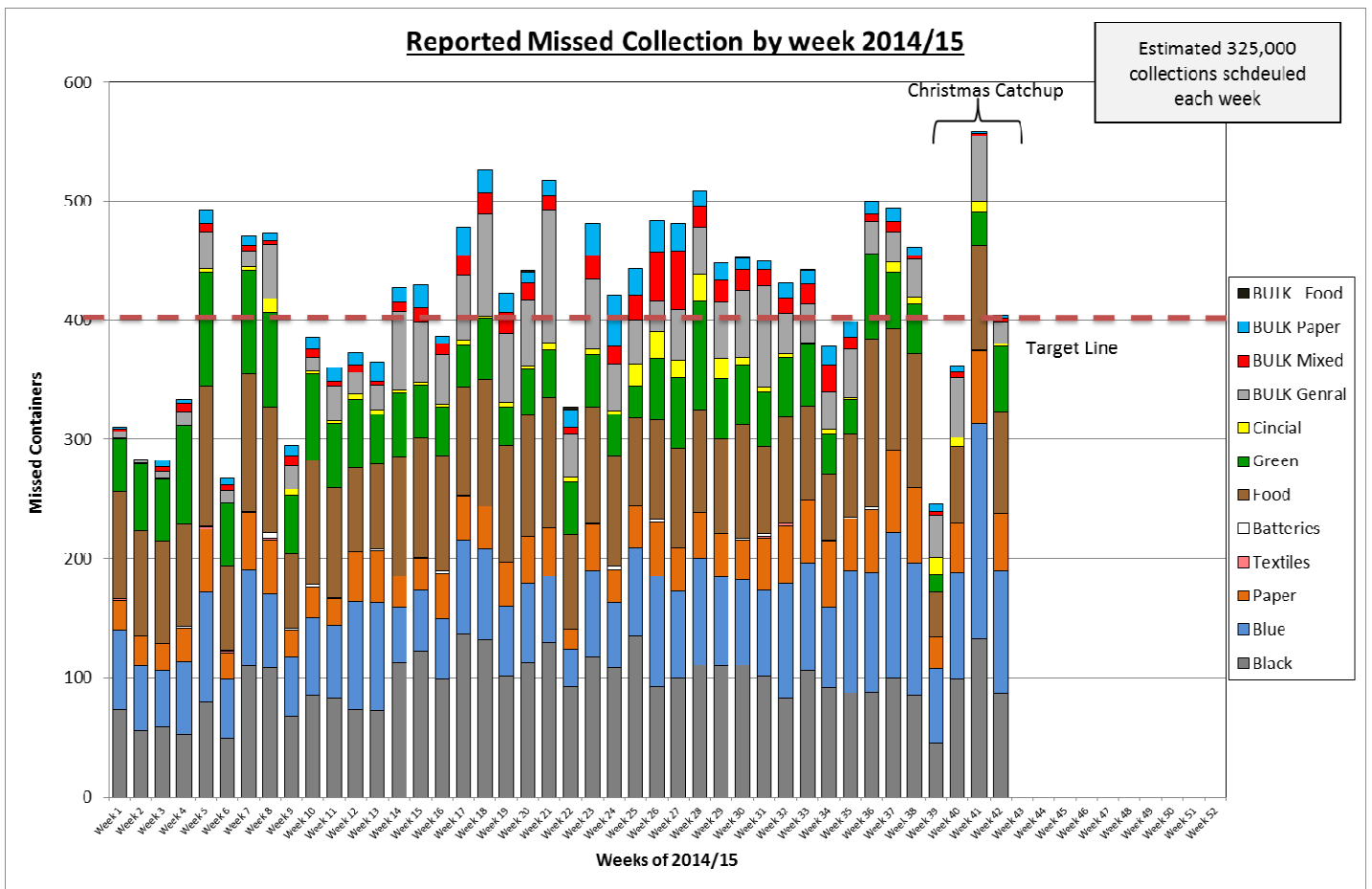
2.5 Service Delivery

Overall the Christmas catch-up has gone well. Call volumes for the first two weeks of the New Year have been high as expect but have now reduced.

Issues with the bulky waste recycling collections have now started to reduce, and a new driver has been out on the bulky refuse round to reduce **misses** in this area as well.

Due to logging missed **collections** only on days the CDC offices are open, and the time take to process back logged emails, missed bins numbers over Christmas become very displaced over the weeks. From W/C 19th January the numbers should once again become more accurate to the relevant week.

Waste Services



The Green bins suspension over Christmas has gone well, with much fewer contacts regarding it, than in 2011/13/14. The extra vehicle capacity, greatly aided the crews over Christmas.

Street Cleansing

The street cleansing teams have been working hard over the last month to ensure that the seasonal leaf fall clearance has been completed.

BCC have done a major cut back on most of the main road in the area, taking the vegetation back much further than they have done over the last 5 years. This has resulted in a large amount of litter being spread across the main roads/verges. Most areas that are not in need of traffic management have now been cleared, and those which need traffic management will be completed over the next 6 weeks.

Green bin renewals

Green bin renewals continue to go well and currently 13,576 residents are signed up to the service.

The risk level for this part of the programme is currently as **Green**



2.6 Phase Three – New Service

Background

Phase three involves rolling out the new recycling schemes to communal collection areas, schools etc. with the aim to collect the same range of materials:

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

The key details for phase three are

- There are over 900 different locations in WDC area
- There are over 200 different locations in CDC area

Progress

This project is currently working to its revised timescale with the WDC flats complete, except for a small number of developments which require more complex solutions. In accordance with the original project plan, those areas have been moved to the end of the project.

Work is on-going to roll out phase 3 to CDC flats and this will be a measured approach, phased over a town by town basis. Contract Officers are monitoring each batch as they are rolled out, in order to iron out any issues as they arise, before rolling out to the next batch. The main batch Amersham flats are now completed, and shortly we will commence rolling out to the Chalfont's, and then Chesham up until the end of March.

Communications for this project have to date proven very successful. All residents have/will have a welcome pack, including a letter and a leaflet about the new scheme. We have had only small levels of customer contact regarding this project so far.

The risk level for this part of the programme is currently as Amber (due to time delay)

2.7 Phase Four – Recycling Centres

Currently the bring sites/local recycling centres are being reviewed, to understand what level of sites we will need to maintain following the introduction of enhanced kerbside collection of recycling. Most data for this has now been captured. A meeting is being held with Serco to move this project forward.

2.8 Communications

Just before Christmas there was some negative media coverage regarding a ladies paper box in Chesham which was missed, however, since Christmas there has been no follow up to this.

Results of the latest tracker survey can be seen in Appendix 3.

The risk level for this part of the programme is currently as Green

2.9 Customer Service

The cost of the waste customer services for 2015/16 is currently being reviewed. A paper will circulate at the Joint Waste Collection Committee which reviews the cost share agreement for this element of the service in light of the end of the Northgate Contract with WDC in January

Waste Services

2015.

2.10 KOTs

The updated KOT proposal for Year 2 has been put to Serco who have agreed the outline proposal. Bevan Briton has been instructed to make the changes to the contract.

2.11 Performance Data

Provisional Q3 performance indicators can be seen in Appendix 3

2.12 Staffing

Staff turn over in the waste team has spiked in the last four months. Work is being carried out to increase retention and to ensure that the contract monitoring team are adequately staffed.

3. Risk Register

The table below shows an overview of the key current programme risks. The file risk register can be seen in appendix 2

Red Risks		Amber Risks		Green Risks
Paper Sort Facility (Risk 20)	Held	Member Expectations (Risk 1)	Held	
No post IAA funding (Risk 4)	Held	Customer Service (CS) (Risk 14)	Held	
Lack of long term workshop facility	Held	Access to Disposal Facilities	Held	
Clay Lane - Lack of long term investment plan (Risk 19)	Held	Clay Lane - Depot Management	Held	
Contract Change Notice (Risk 23)	Held			

Suggested risks to be added

- Serco Contract Novation
- TEEP challenge
- Staff retention

4. Key Future Decisions

- SLA between CDC and WDC
- Service Review with SBDC
- Green Waste Charge for the renewals

5. Recommendation

That the Board note this report

	Indicator	Actual 13/14	Target 14/15	Q1	Q2	Q3 (Provisional)	YTD (Provisional)	Status
1	% of household waste recycled	27.20%	31%	24.82%	23.97%	27.93%	25.43%	<p><u>This indicator reflects the amount of waste recycled (not composted):</u> Q3 figures are currently data is being verified and cross checked, and the figures provided are provisional and subject to change following verification. The provisional figures show that recycling as a percentage has increased in Q3, partly due to a fall in Green Garden waste over the winter period, and partly due to an increase in tonnes of recycling collected. The YTD figure indicates an overall percentage of recycling is currently 25.43%, against a yearly target of 31% and as such is below target.</p> <p>*Please note these are joint figures for both CDC and WDC</p>
2	% of household waste Composted	21.92%	25%	33.38%	31.70%	25.26%	30.57%	<p><u>This indicator reflects the amount of waste composted (not recycled):</u> Q3 figures are currently data is being verified and cross checked, and the figures provided are provisional and subject to change following verification. The provisional figures show that composting as a percentage has decreased since Q2 mainly due to a fall in Green Garden waste over the winter period. The YTD figure indicates an overall percentage of 30.57% which is above our target of 25%.</p> <p>*Please note these are joint figures for both CDC and WDC</p>
3	Tonnes of household waste recycled	26,764 Tonnes	29,900 Tonnes	6,668 Tonnes (7,475)	5,962 Tonnes (7,475)	6,687 Tonnes (7,475)	19,339 Tonnes (22,425)	<p><u>This indicator reflects the amount of waste recycled (not composted) in tonnes</u> Q3 figures are currently data is being verified and cross checked, and the figures provided are provisional and subject to change following verification. The provisional figures show an increase in recycling tonnages in Q3. The YTD figure is slightly below target (22,400 tonnes), and it is likely that this will remain the case at the end of Q4. The current scheme has now been run for a year so interpretation can start to be carried out with continued monitoring taking place in Q4.</p> <p>*Please note these are joint figures for both CDC and WDC</p>

4	Tonnes of household waste Composted	21,568 Tonnes	25,000 Tonnes	8,965 Tonnes (6,250)	7,886 Tonnes (6,250)	6,047 Tonnes (6,250)	23,245 Tonnes (18,750)	<p><u>This indicator reflects the amount of waste composted (not recycled) in tonnes:</u> Q3 figures are currently data is being verified and cross checked, and the figures provided are provisional and subject to change following verification. The provisional figures show composting tonnages are above target even taking into account the low winter tonnages expected in Q4. The current scheme has now been run for a year so interpretation can start to be carried out with continued monitoring taking place in Q4.</p> <p>*Please note these are joint figures for both CDC and WDC</p>
5	% of household waste reused , recycled and Composted	49.19%	56%	58.19%	55.67%	53.19%	56.00%	<p><u>This indicator reflects the amount of waste composted (not recycled) in tonnes:</u> Q3 figures are currently data is being verified and cross checked, and the figures provided are provisional and subject to change following verification. The provisional figures show composting tonnages are above target even taking into account the low winter tonnages expected in Q4. The current scheme has now been run for a year so interpretation can start to be carried out with continued monitoring taking place in Q4.</p> <p>*Please note these are joint figures for both CDC and WDC</p>
6	Kg of household waste collected per head	N/A	375 kg	101 kg (93.8)	91.62 kg (93.8)	89.62 kg (93.8)	282 kg (281)	<p><u>This indicator reflects the amount of waste collected from each person in the district in kg:</u> Q3 figures are currently data is being verified and cross checked, and the figures provided are provisional and subject to change following verification. The provisional figures show that waste produced is less than anticipated, which is very positive.</p> <p>*Please note these are joint figures for both CDC and WDC</p>
7	Kg of residual household waste collected per household	N/A	450 kg	104 kg (112.5)	101 kg (112.5)	102 kg (112.5)	307 kg (338)	<p><u>This indicator reflects the amount of residual waste collected from each household in the district in kg:</u> Q3 figures are currently data is being verified and cross checked, and the figures provided are provisional and subject to change following verification. The provisional figures show that waste produced is less than anticipated, which is very positive, and means we have landfilled less than expected.</p> <p>*Please note these are joint figures for both CDC and WDC</p>

9	JWS Customer service call abandonm ents rate	25.3%	10%	13.1%	13.7%	12.6%	13.2%	<p><u>This indicator reflects the percentage of calls which ring off before being answered by a member of staff through the published waste number:</u> The abandonment rate has decreased in Q3 both relative to last year and Q2. 2,512 this Q3 compared to 15, last yea. The service has still experienced staffing issues including long term sick and maternity leave. Additional staff have now been recruited and trained but will take time to develop their knowledge</p> <p>*Please note these are joint figures for both CDC and WDC</p>
10	JWS Customer Service Calls answered within 2 seconds	33.1%	65%	46.2%	42.7%	42.7%	43.7%	<p><u>This indicator reflects the percentage of calls which are answered by a member of staff through the published waste number in 20 seconds:</u> Waste Services has received 19,878 calls in period a fall of almost 27,000 calls from the same time last year (47,579). 44% of calls were answered within 20 seconds is a rise from the same time last year (32.5%) but still below the target of 65%. The service has been disadvantaged by a number of staffing issues including long term sick and maternity leave. Additional staff have been recruited in and trained and currently a further recruitment drive is on-going.</p> <p>*Please note these are joint figures for both CDC and WDC</p>
11	JWS Number of waste and recycling containers missed	22,389	20,800 (5,200) (400 a week)	4,714 (5,200)	5,214 (5,200)	4,047 (5,200)	13,975 (15,600)	<p><u>This indicator reflects the numbers of containers which have been missed:</u> Waste Services has received 19,878 calls in period a fall of almost 27,000 calls from the same time last year (47,579). 44% of calls were answered within 20 seconds is a rise from the same time last year (32.5%) but still below the target of 65%. The service has been disadvantaged by a number of staffing issues including long term sick and maternity leave. Additional staff have been recruited in and trained and currently a further recruitment drive is on-going.</p> <p>*Please note these are joint figures for both CDC and WDC</p>

Joint Waste Services

Tracker Survey Satisfaction Results

Author – Kitran Eastman 15/1/2015

1. Premis

This report gives an update on the last tracker survey results for the joint waste service, including an indication of trends from the first three surveys.

2. Autumn Results

The survey was carried out in November 2014.

Overall



- Overall satisfaction in Chiltern has decreased by 2.3% (percentage points) this wave to 85.6%. but it is up almost 1% (percentage points) on the same period last year (84.7%)



- Overall satisfaction in Wycombe has decreased by 2.3% (percentage points) this wave to 87%. but it is up almost 2.8% (percentage points) on the same period last year

Street cleaning



- Satisfaction with street cleaning in Chiltern is 81.0% this wave, an increase of 6% (percentage points) from last survey, and a 4% increase (percentage points) on the same period last year



- Satisfaction with street cleaning in Wycombe is 84.0% this wave a decrease of 4% (percentage points) from last survey, but a 4% increase (percentage points) on the same period last year

From the comments we know that

- Satisfied residents are happy that streets and roads are clean / tidy, and there is not much litter around.
- Of the 30 residents that were dissatisfied the main reasons cited were:
 - frequency x 11
 - dirty/untidy x 9
 - litter x 7

General Waste (Refuse) collection



- Satisfaction with refuse collection in Chiltern is 87% a decrease of 3% (percentage points) but it is up almost 4% (percentage points) on the same period last year (83%)



- Satisfaction with refuse collection in Wycombe is 85% this wave, a decrease of 4% (percentage points) but it is up almost 6% (percentage points) on the same period last year (79%)

Joint Waste Services

From the comments we know that

- Satisfied residents are happy with the regularity and reliability of the efficient service, and that all rubbish is taken with no mess left behind
- Of the 20 residents that are dissatisfied the main reasons they give are:
 - bins not being collected at a set time x 14
 - the new wheeled bin for household waste too small x 7
 - missed collection x 6
 - mess left behind after collections x 6

Recycling collection



- 92 Chiltern residents said they participate in the recycling collection service, of whom 85% are satisfied, an decrease of 6% (percentage points) from the last wave but up almost 1% (percentage points) from the same period last year (84%)



- 95 Wycombe residents said they participate in the recycling collection service, of whom 91.3% are satisfied, a slight decrease of 0.7% (percentage points) from last wave, but up almost 3% (percentage points) from the same period last year (88.5%)

From the comments we know that

- Satisfied residents are happy with the efficient / well organised service which they believe to be reliable and they are happy with the frequency of collections
- Of the 11 residents that are dissatisfied the main reasons they give are:
 - bins are too small x 8
 - frequency x 7

Food waste collection



- 72 Chiltern residents said they participate in the food and garden waste collection service, of whom 86.8% were satisfied, a decrease of 2.7% (percentage points) from last wave which is also down 4.6% on the same period last year (91.4%)



- 73 Wycombe residents said they participate in the food and garden waste collection service, of whom 77.3% were satisfied, a decrease of 10.4% (percentage points) from last wave which is also down 7.8% on the same period last year (85.1%)

From the comments we know that

- Satisfied residents are generally happy with the regular and reliable collections, and think the service is convenient and that all waste is taken
- Of the 15 residents that are dissatisfied the main reasons they give are:
 - bins smell and attract animals/insects x 5
 - missed collections x 4

Joint Waste Services

The number of residents interviewed participating in this service is reducing 158 Nov 2013, 157 May 2014 & 145 Nov 2014 in addition 5 residents do not know how they feel about this service and 5 are neither satisfied or dissatisfied. Of the 55 residents who do not participate in this service:

- 20 x say they do not have a container,
- 13 say they deal with their food waste themselves
- 10 say it is unpleasant
- 10 say they do not have much food waste

Garden waste collection



- 34 Chiltern residents said they participate in the garden waste collection service, of whom of whom 88.2% were satisfied, an decrease of 5.7% (percentage points) from last wave which is similar to the same period as last year (88.1%)



- 85 Wycombe residents said they participate in the garden waste collection service, 93.7% were satisfied, an increase of 2.4% (percentage points) from last wave which is also up almost 3% (percentage points) on the same period last year (90.9%)

From the comments we know that

- Satisfied residents are generally happy with the regular and timely collections which save them from going to the tip
- Just 9 residents are dissatisfied with the service, main reasons for dissatisfaction are.
 - frequency x 2 (Wycombe only)
 - have to pay for it x 3 (Chiltern residents)

3. Next Surveys

The next survey will take place W/C 11th May 2015

CHILTERN AND WYCOMBE JOINT WASTE COLLECTION COMMITTEE

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

JOINT WASTE COLLECTION CONTRACT – CONSIDERATION OF REQUEST FROM CONTRACTOR

Contact Officers: Sue Markham (01494 732203)

RECOMMENDATIONS

1. Members are requested to note current situation as outlined in the report.

1. Report

- 1.1. Officers reported to the Joint Waste Collection Committee on 6 November 2014 that an approach had been received from Serco in relation to their plans for a corporate restructuring. Although the initial approach was on a confidential basis, there have now been media reports and an announcement on the stock exchange that Serco will be concentrating on what they consider to be their core businesses and completing a programme of disposals of their other businesses.
- 1.2. Serco have provided some of the information collectively sought by the local authorities affected by the proposals and have sought their own legal advice on the procurement implications of their restructuring proposal.
- 1.3. Bevan Brittan have advised on the information sent through from Serco to date and have raised some further questions which the officers forwarded to Serco just before Christmas.
- 1.4. Serco have now indicated that they are seeking further legal advice.
- 1.5. When the officers have the answers to our further questions we may be in a position to report further to Members on the risks to the Councils and the options available.

Background papers: Information provided in confidence by Serco and confidential advice received from Bevan Brittan.

