



**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.