

## Joint Waste Collection Committee (29<sup>th</sup> January 2015)

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### 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

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 recyclate 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.

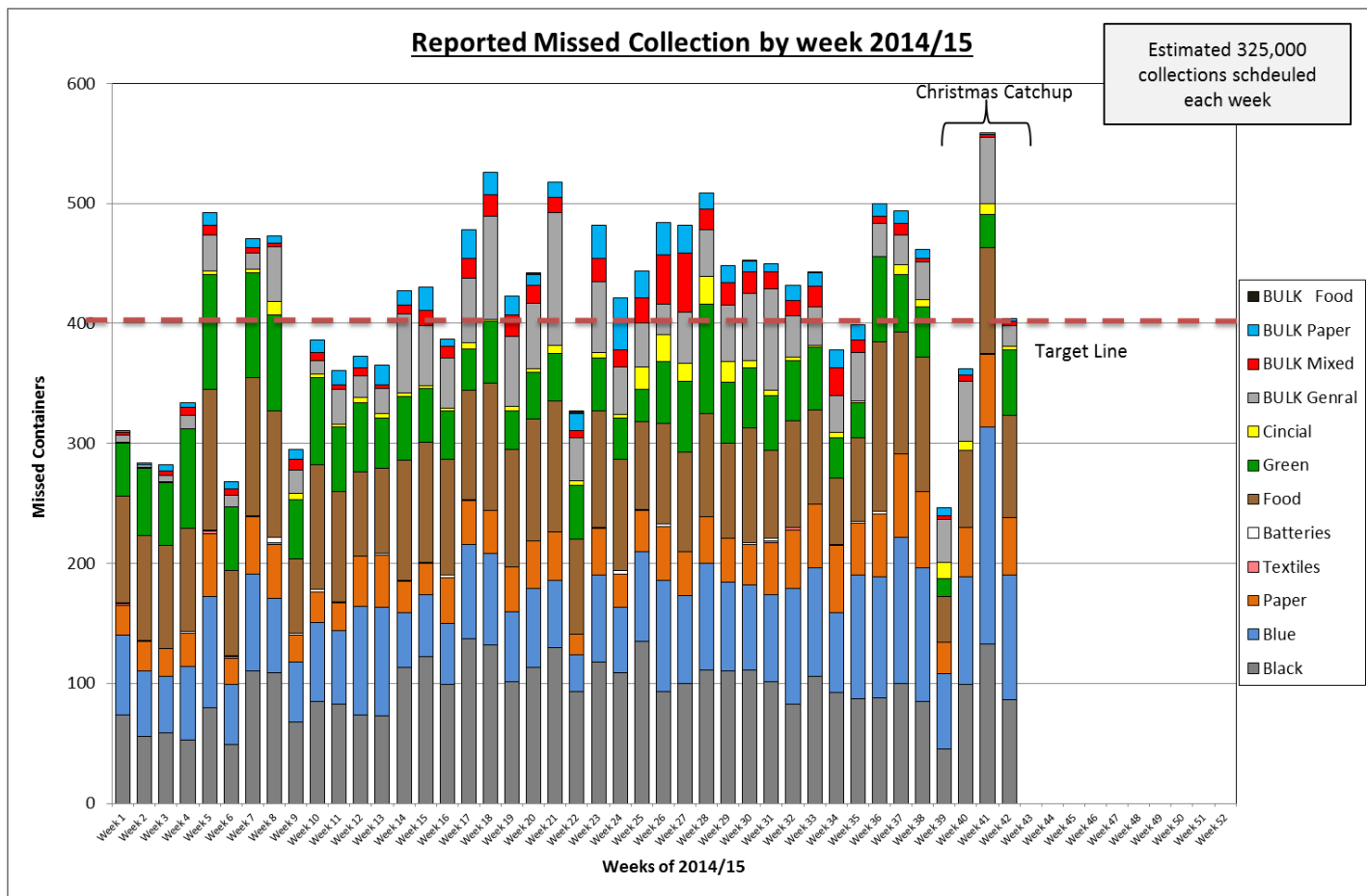
**The risk level for this part of the programme is currently as Green**

## **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 19<sup>th</sup> January the numbers should once again become more accurate to the relevant week.



The Green bins suspension over Christmas has gone well, with much fewer contacts regarding it, than in 2011/14. 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 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