

## Waste Services

# Joint Waste Collection Committee (20<sup>th</sup> March 2015)

Author - Kitran Eastman 19<sup>th</sup> February 2015

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## 1. Introduction

The purpose of this report is to advise the board 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 no reportable incidents since the last meeting.

During the snowy/icy period, routes were changed to enable collections of main roads to be made first, and side roads were done later in the day. There was one incident of a vehicle not being able to stop on an icy hill. Fortunately the vehicle came to a natural stop further down the road and there were no injuries or damage.

An incidence has occurred in the Clay Lane depot, when there was a small explosion in the R&S section on the depot. The depot was evacuated and the fire brigade called. It was noted during this incident that the alarms could not be heard in the workshop facility over the noise of the works. This has been highlighted to the estates team.

**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.

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### London Road Workshop

Discussions are taking place with Serco regarding their minimum requirements for a vehicle workshop.

**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 were clear that the food waste tipping facility should remain at the London Road East to prevent the need for additional mileage, 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 six options 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)

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- 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. This has started and has seen the amount of food waste going through the London Road depot half

### Joint Reporting

Following on from a request made by the Joint waste team in 2013, BCC arranged a meeting to scope out how CDC and WDC will joint report from April 2015. Discussions were had on:

- Benefits and efficiency savings to CDC/WDC – cost, staff and resource efficiencies. Once full joint report is available, then some rounds can be mapped to work across the CDC/WDC border, potentially resulting in up to 100 crew days efficiency savings per year
- Recycling credits and IAA money– Would be paid jointly to the JWT and then reapportioned out to CDC and WDC by the waste team.
- Wastedataflow require three months' notice from BCC to set up the new system. BCC will write to both CDC and WDC to confirm they are happy with this change

**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 has now been carried out and is attached as a separate report.

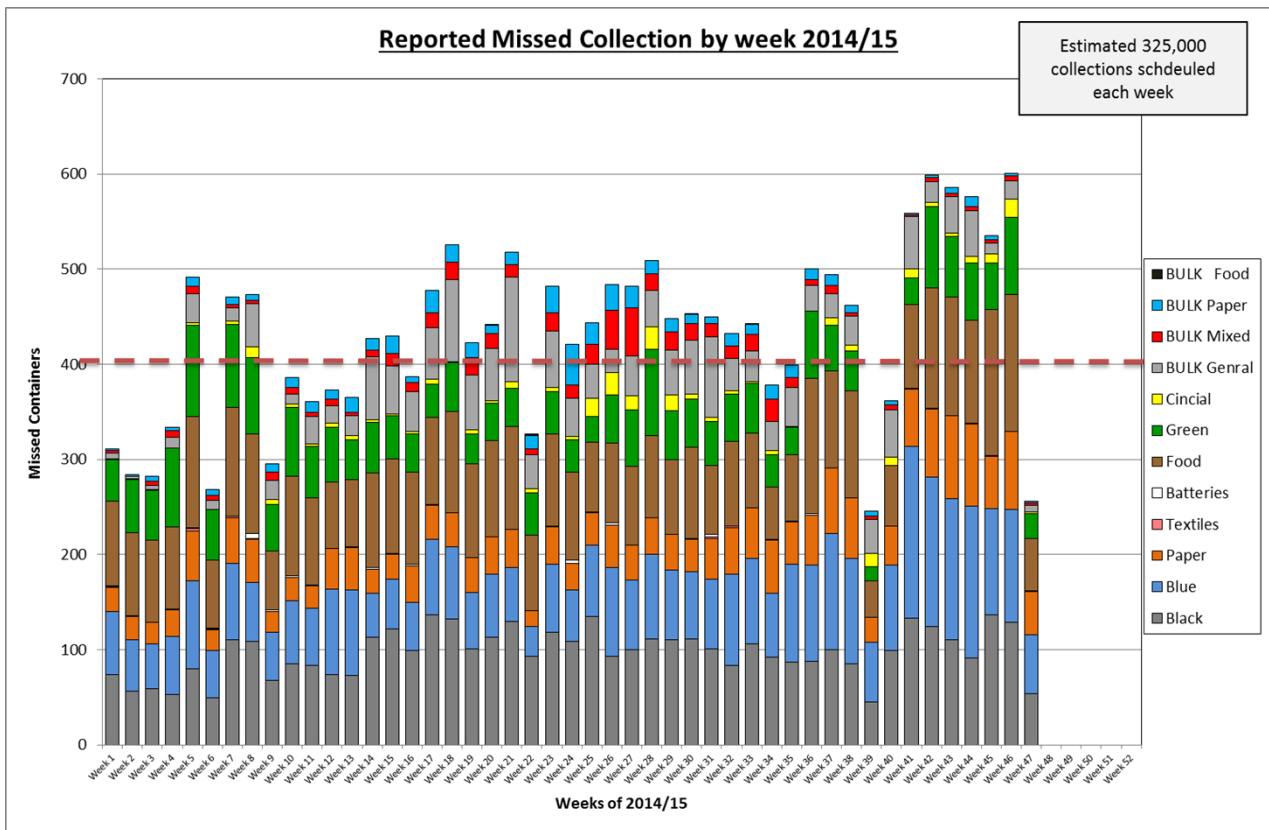
**The risk level for this part of the programme is currently as Green**

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## 2.5 Service Delivery

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.

January saw an increased in missed collections as can be seen below. Since 12<sup>th</sup> February miss collections have dramatically fallen to average less than 80 containers a day.



### 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 roads 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 4 weeks.

### Green bin renewals

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



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Further communication is planned for March to increase sign up for the service. After analysis of the sign up rates in different towns Chesham was chosen to trial leaflets/bin hangers being sent out to promote the scheme.

Below the sign up rates by area can be seen:

Town Name	% of subscribers
AMERSHAM	42.37%
ASHLEY GREEN	15.71%
BALLINGER	20.83%
BEAMOND END	14.29%
BELLINGDON	10.26%
CHALFONT ST GILES	54.61%
CHALFONT ST Peter	58.17%
CHARTRIDGE	16.48%
CHENIES	43.00%
<b>CHESHAM</b>	<b>13.53%</b>
CHESHAM BOIS	48.85%
CHOLESBURY	7.14%
COLESHILL	19.11%
FORTY GREEN	16.16%
GREAT KINGSHILL	19.70%
GREAT MISSENDEN	19.03%
HAWRIDGE	13.04%
HOLMER GREEN	36.80%
HYDE END	11.11%
JORDANS	60.34%
KINGS ASH	16.67%
KNOTTY GREEN	31.00%
LATIMER	37.14%
LEE COMMON	21.68%
LEY HILL	18.46%
LITTLE CHALFONT	54.19%
LITTLE KINGSHILL	40.36%
LITTLE MISSENDEN	10.57%
PEDNOR	10.00%
PENN	22.43%
PENN STREET	10.91%
PRESTWOOD	33.07%
SEER GREEN	58.84%
SOUTH HEATH	26.13%
ST LEONARDS	13.68%
THE LEE	10.49%
WHELPLEY HILL	14.37%
WINCHMORE HILL	19.10%

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

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### 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 we have commenced rolling out to the Chalfont's. Once this has been bedded in then we will move on to Chesham 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 arranged with Serco to move this project forward.

### 2.8 Communications

A contamination project is planned for mid May/June to tackle a particular collection round that is experiencing high levels of garden waste contamination (Round 17 in the Wycombe District). If the approach is successful, it can be used in other areas, when issues arise, budgets providing. The authorities gave an undertaking to Bucks CC that areas experiencing high contamination of garden waste, would be targeted.

New contamination bin hangers will be produced to raise awareness of contamination of both garden waste and recycling bins. Stickers will be placed on garden waste bin lids to cover old food waste signage and on blue bins lids. They will monitor contamination levels and will provide analytical feedback to the waste team after the exercise has been.

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As outlined, promotion of the chargeable garden waste collection is due to take place in the Chesham area during March to encourage higher subscription levels in the service, raising more income and resulting in less garden waste going to landfill.

The communications plan for 2015/16 is currently being developed.

**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 separate paper has been circulated 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 is to be instructed to make the changes to the contract.

#### 2.11 Performance Data

Provisional Q3 performance indicators can be seen in Appendix 1

#### 2.12 Staffing

Staff turn over in the waste team has spiked in the last four months. Work has been carried out to increase retention and to ensure that the contract monitoring team are adequately staffed. After careful consideration a number of actions have been highlighted for attention

- Use of interim Service Delivery Manager to cover 8 weeks until 27<sup>th</sup> March 2015 – possible extension for 2 months for specific project work subject to budget . This will cover the work of the Service Delivery Manager and part of the Service Delivery Officer while the former post is awaiting the appointed staff member to start and the later post is vacant. It will also support whilst the Senior Officer (Waste) is on annual leave. An interim has been appointed following the Senior Officer Waste Board and the Joint Waste Collection Committee Discussion
- Re-designation of two current posts which have staff in post and two posts which are vacant posts, as detailed below.

##### Post re-designation

- Re-designate Waste Service Delivery Officer to **Waste Project Manager** post:
  - Combining elements of the Waste Policy and Performance Officer and Waste Service Delivery Officer,
  - Increasing some management responsibility, especially in relation to moving forward projects to increase efficiency and reduce costs and improve service levels
- Re-designate Waste Policy and Performance Officer to **Recycling Officer** post:
- Re-designate Waste minimisation Officer to **Recycling Officer** post:
- Re-designate a Waste Contract Officer Post to **Lead Waste Contract Officer** post:
  - Re-designate a Lead Contact Officer role from one of the current three contract officers will enable one of the post holders to lead on issues such as liaisons with

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Planners, setting up monitoring schedules etc. This will free up higher level contract management time.



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**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	TEEP Challenge (Risk 24)	New
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	Serco Contract Novation (Risk 24)	New		
		Staff Retention (Risk 26)	New		

**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