

CHILTERN & WYCOMBE JOINT WASTE COLLECTION COMMITTEE
11th June 2015

Provisional Performance Figure Q4 and 2014-15

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RECOMMENDATION

That the Joint Waste Collection Committee note the provisional performance for 2014/15

1. This report and attachment shows the provisional Quarter 4, and full year 2015/16 data for the joint waste service.
 2. The joint headline recycling rate (including composting) was just under 55%, slightly below target but a significant increase on 2012/13 and 2014/15. The provisional figures show that tonnages through the year have been lower than anticipated for the recycling element. The provisional full year's figure indicates that we will be below target by 4,174 tonnes. This is most likely due to further reduction of packaging in the waste stream, and some residents still placing recyclable items in the black bin.
 3. Waste reduction targets were exceeded, both for overall waste production and waste sent to landfill. This year each person in Chiltern and Wycombe only produced 366kg of waste, a reduction on previous years.
 4. Customer services levels remain below target, but improved over 2013/14. The abandonment rate has remained static over the year. The service has 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. Problems were also experienced when a new and updated telephone system was introduced on the 10th February. Technical issues resulted in staff being unable to answer calls. There were persistent firewall issues, which also exacerbated the issue. These have now been resolved.
 5. In 2015/16 waste performance will be profiled, based on the 2014/15 first full year of data for the new service
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