



# Chiltern & Wycombe Joint Waste Collection Committee

Thursday, 25th June, 2015 at 10.30 am

Cabinet Room, King George V House, King George V Road, Amersham

## A G E N D A

- 1 Evacuation Procedures
- 2 Election of Chairman  
This is the first meeting of the Committee in the Municipal Year 2015/16. In accordance with the Constitution, the Committee is asked to elect a Chairman of the Committee.  
  
The Chairman and Vice Chairman must be a Cabinet Member. Appointments shall be made for a maximum of 2 years. The Chairmanship and Vice-Chairmanship shall alternate between the Councils.
- 3 Appointment of Vice-Chairman  
In accordance with the Constitution, the Committee is asked to appoint the Vice-Chairman of the Committee.
- 4 Minutes (*Pages 5 - 10*)  
To agree the Minutes of the meeting held on 20 March 2015.
- 5 Apologies for Absence
- 6 Declarations of Interest
- 7 Programme Highlight Report (*Pages 11 - 12*)
- 8 2014/15 Provisional Waste Performance Data (*Pages 13 - 14*)  
*Appendix 1 (Pages 15 - 18)*

- 9 Dates of Future Meetings  
To agree a revised date for the **next meeting** currently scheduled for 16 July.  
  
Dates of future meetings agreed previously:  
  
Thursday 10 September, 10.30am at Chiltern District Council  
Thursday 5 November, 10.30am at Wycombe District Council
- 10 Exclusion of the Public:  
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.
- 11 2015/16 Waste Project Update (*Verbal Report*)
- 12 Joint Waste Contract with Serco Limited (*Pages 19 - 22*)  
*Paragraph 3 – Information relating to the financial or business affairs of any particular person (including the authority holding that information)*  
  
*Paragraph 5 – Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings*
- 13 Contract Notice of Change & Serco Workshop Options Update (*Pages 23 - 28*)  
  
*Appendix A (Pages 29 - 42)*  
*Appendix B (Pages 43 - 46)*  
*Appendix C (Pages 47 - 48)*  
*Appendix D (Pages 49 - 62)*

**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  
Councillor Mrs Wendy Mallen  
Councillor Michael Smith  
Councillor Caroline Jones

Wycombe District Council  
Wycombe District Council  
Chiltern District Council  
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 20 MARCH 2015  
at WYCOMBE DISTRICT COUNCIL**

**PRESENT:**

Councillor Mrs J Teesdale (Wycombe District Council) - Chairman  
" P E C Martin (Chiltern District Council) - Vice Chairman

Councillors: M R Smith (Chiltern District Council)

Officers: J Bacchus (WDC), K Eastman (CDC & WDC Senior Waste Officer), S Gordon (CDC), C Marchant (CDC & SBDC), S Markham (CDC), B Smith (CDC/SBDC), I Westgate (WDC)

**APOLOGIES FOR ABSENCE** were received from Councillor C Harriss (WDC), C Hughes (WDC).

**1. MINUTES**

The minutes of the meeting held on 29 January 2015 were agreed as a correct record.

**2. DECLARATIONS OF INTEREST**

There were no declarations of interest.

**3. PROGRAMME REPORT & RISK REGISTER**

Members considered a report providing an update on the joint waste collection programme and during which the key points were made:

**Health & Safety**

There had been no reportable incidents since the last meeting. An issue relating to the fire alarms at Clay Lane had been reported to the Estates Team and had been addressed.

**Clay Lane**

Further work had been undertaken in relation to the potential reinstatement of the fuel tanks at Clay Lane. The tanks had been pressure tested, but further checks would be needed due to the length of time they had been out of commission.

### **BCC Interface**

It was noted that long-term bio waste procurement was still being pursued. Work had commenced on calculating the 2014/15 IAA payments based on the first 6 months' performance.

### **Green bin renewals**

Green bin renewals continued to go well and 13,576 residents had already signed up to the service.

### **Communications**

A contamination project had been planned for Mid-May / June to address high levels of garden waste contamination in High Wycombe. Stickers would be placed on garden waste bin lids to cover old food waste signage and contamination levels would be monitored.

### **Staffing**

Recent staff movements and proposed changes to post designations were noted.

### **Risk Register**

Three new risks had been added: TEEP Challenge, Staff Retention and Contract Novation.

### **RESOLVED –**

**That the report be noted.**

## **4. SUMMARY OF TEEP ASSESSMENT OF THE JOINT WASTE SERVICE**

The Committee received a report which presented a summary of the recent TEEP assessment of the Joint Waste Service, which checked the compliance of the service with Regulation 12 and Regulation 13 of the Waste Regulations of England & Wales 2011.

Members noted that the Service had been found to be compliant with both Regulations, and the current collection arrangements were found to be serving the councils well. The final assessment would be signed off by the Head of Service / Directors and Head of Legal.

It was also noted that the regulations require re-assessment each time there is a major change, and it was therefore proposed that the service be re-assessed in 2017/18 prior to contract renewal or extension in 2020.

Members thanked Sally Gordon, Waste Policy & Performance Manager, for completing the assessment, which had been very comprehensive and was a significant piece of work.

### **RESOLVED –**

- (i) That the results of the recent TEEP assessment of the Joint Waste Service be noted;**
- (ii) That the service be re-assessed in 2017/18 prior to contract renewal or extension in 2020.**

## **5. WHEELED BIN OPTIONS FOR CARD COLLECTIONS**

The Committee received a report which outlined a proposal to introduce an option for residents to have a wheeled bin for paper subject to a fee which would cover the cost of changing the service.

Members supported the proposal, but highlighted that those residents taking up the option should be made aware that the bins would remain the property of the Council and there would be no rebates in the case of, for example, contractor change. Officers agreed that appropriate wording would be included on the website.

### **RESOLVED –**

**That the option for residents to have a wheeled bin for paper and card, subject to a fee which covers the cost of changing the service, be endorsed.**

## **6. CUSTOMER SERVICES**

This item was withdrawn prior to the meeting.

## **7. REMOVAL OF BRING SITES**

The Committee received a report outlining the methodology and time frame for the phased reduction of 114 recycling sites. Members heard that the phased removal of the sites would begin in June 2015 with approximately 20 sites being removed every month, commencing with the least used and most problematic sites. It was envisaged that the number of sites would initially be reduced to 45, with the remaining sites to be reviewed to assess whether they were all still required.

Members highlighted the importance of ensuring that parish councils, portfolio holders and individual ward members were kept informed as to which sites would be removed and when.

### **RESOLVED –**

**That the report be noted.**

**8. 2014/15 JOINT WASTE SERVICE BUDGET UPDATE**

An update was provided on the current 2014/15 budget position for the Joint Waste Service up to Quarter 3. Members noted that no third party income is predicted, and at the time of writing the report the level of the Q2 recycling credit payment had not been available. It was agreed that the line on CDC Support Services recharge (general) should be removed from the budget with an explanatory note added.

**RESOLVED –**

- (i) That the joint waste service budget update be noted;**
- (ii) That the CDC Support Services recharge (General) line be removed from the joint client expenditure and income budget, with a note to be inserted to the effect that this exists but is not shown.**

**9. EXCLUSION OF THE PUBLIC**

**RESOLVED:** That under Section 100(A)(4) of the Local Government Act 1972 the public be excluded from the meeting for the following items 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.

**10. JOINT WASTE CONTRACT – INDEXATION PROVISIONS**

The Committee was invited to consider options relating to the application of negative inflation indices for 2015 to the Joint Waste Contract. Members considered that in light of other current requests from Serco, a decision on the issue of application of negative inflation indices should be deferred for the time being, until all other issues had been considered.

**RESOLVED –**

**That a decision on the application of negative inflation indices for 2015 be deferred.**

**11. SERCO CORPORATE RESTRUCTURE**

The Committee received a draft report to the Councils' respective Cabinets outlining a set of principles in relation to the proposed novation of the Joint Waste contract as part of Serco's corporate restructuring proposals. The report had been considered by Chiltern District Council's Services Overview Committee, and was scheduled to be considered by both Councils' Cabinets on 24 March.

**RESOLVED –**

**That the report be noted.**



**12. JOINT WASTE CONTRACT – DRAFT IMPROVEMENT PLAN**

A copy of the Joint Waste Contract Draft Improvement Plan was tabled for Members' information. The positive nature of the proposal was welcomed; however, Members noted officers' comments that further consideration of the detail of the plan was required.

**RESOLVED –**

**That the draft improvement plan be noted.**

**The meeting ended at 12.30pm.**



## Joint Waste Services – Programme Highlight Report

<b>Meeting</b>	Joint Waste Collection Committee	<b>Location</b>	Chiltern Cabinet Room
<b>Date/Time</b>	25 <sup>th</sup> June 2015	<b>Period Covered</b>	20 <sup>th</sup> March – 10 <sup>th</sup> June

<b>Overall Programme Status</b>	<b>Amber</b>	<b>Quality</b>	<b>Amber</b>	Some service elements off target
		<b>Time</b>	<b>Amber</b>	90% of programme on time
		<b>Scope</b>	<b>Green</b>	Scope of programme has not changed
		<b>Finance</b>	<b>Green</b>	Contract savings achieved (see below for current budget)

### 1. Task, Milestone, Outcomes Delivered in this period

Task, Milestone, Outcomes		Comment	Planned	Actual
Staff recruitment	OUTCOME	3 posts recruited to	01/05/15	29/04/15
End of year finance process	TASK	Some CDC/WDC budget code anomalies found, review of budgets to take place in Q1	01/04/2015	06/04/2015
Project initiation – Review of waste polices	TASK	Following two years of joint policies a review is being done to look at improvements and best practice from other authorities	30/05/2015	15/05/2015
Project initiation – Review of Collect and Return	TASK	Review of process and numbers to be done, to ensure service is relevant for our customers	30/05/2015	15/05/2015
Titan Bring Bank removal	TASK	Removal of glass banks in pubs in the WDC areas	15/12/2015	15/03/15
BCC agreement reached on joint reporting	OUTCOME	Joint recording for Q1 is now ongoing	01/04/2013	01/04/2015
BCC Biowaste Strategy initial feedback given	TASK	Meeting with BCC, CDC, WDC, SBDC held	-	19/04/2015
Request made to BCC in regard to Christmas and Easter arrangements	TASK	Request for disposal facilities to be opened on Monday 28 <sup>th</sup> December for optimal Christmas catch-up, and Good Friday made	30/04/2015	16/04/2015
Request made to Serco for cost of changing tipping point	TASK	Formal request made to Serco for the full costs, of changing the tipping point for waste from landfill to High Heavens transfer station	30/04/2015	14/05/2015

### 2. Task, Milestone, Outcomes Delivered in Next period (June to August)

Task, Milestone, Outcomes		Comment	Planned
CDC Green Waste charge to be reviewed	TASK	Review to look at moving more people to online payments	1/7/2015
CDC Green Waste renewal process to start	MILESTONE	Two month process for the large renewal batch	1/8/2015
Phase 3 finished	MILESTONE	Those with infrastructure issues to be put to a day to day operations review	31/08/2015
Christmas Arrangements agreed with BCC	MILESTONE	Agreement reached with BCC for disposal facilities to be opened on Monday 28 <sup>th</sup> December for optimal Christmas catch-up made	15/08/2015
Agreement of update to waste policy's	MILESTONE	Subject to a separate Appendix, but changes are a delegated decision (to include a review of fees and charges for container provision).	15/09/2015
KOTs in Contract Changed	OUTCOME	This will enable monthly discussion with Serco to start about default payments	1/12/2014
Clinical Waste Review	OUTCOME	Contact clinical waste customers to check status of collection need and confirm emergency contact details	1/7/2015

### 3. Budget – Current Year

	Joint Budget	Est. Outturn	CDC Budget	Est. Outturn	WDC Budget	Est. Outturn	Comment
Contracted	TBC	TBC	TBC	TBC	TBC	TBC	First update to be made

**Joint Waste Services – Programme Highlight Report**

Costs							after end of Q1
Joint Client Expenditure	TBC	TBC	TBC	TBC	TBC	TBC	First update to be made after end of Q1
Joint Client Income	TBC	TBC	TBC	TBC	TBC	TBC	First update to be made after end of Q1
Balance	TBC	TBC	TBC	TBC	TBC	TBC	First update to be made after end of Q1

**4. Key Targets**

	2014/15	Target	April	May	June	Comment
Recycling Rate	54.8%	56% (Annual)				Awaiting BCC data
Missed Containers	20,325	20,800 (Annual) 1,733 (Monthly)	1,331	Est. 1,544	TBC	June will be very above target
Missed C&R (included in above figure)	3,379	1,820 (Annual) 152 (monthly)	380	Est. 320	TBC	Reduction in C&R misses due to extra focus on this area in May
% Calls answered	87%	90%	82%	82%	TBC	
% Calls answered in 20 Seconds	46%	60%	31%	31%	TBC	

**5. Variances – Element outside of Tolerance**

<b>A</b>	Misses above target, and rectification times– Action plan has been produced by Serco to resolve this situation
<b>B</b>	IAA payments still unconfirmed by BCC although positive indications have been made
<b>C</b>	Clinical waste collection issues experienced in May

**6. Accident Reports (From Serco)**

	Q1	Q2	Q3	Q4	Comment
HSE reportable Incidents	TBC	TBC	TBC	TBC	Reports to be included after Q1 end
Reported Accidents	TBC	TBC	TBC	TBC	Reports to be included after Q1 end
Reported Near Misses	TBC	TBC	TBC	TBC	Reports to be included after Q1 end
Days lost due to Accidents	TBC	TBC	TBC	TBC	Reports to be included after Q1 end

**7. Key Risk (See full risks matrix for further details)**

Risk	Owner	Change
20. Failure of Paper Sort Facility	Chris Marchant	Held
4. No post IAA funding	Bob Smith	Removed
19. Clay Lane - Lack of long term investment plan	Ian Westgate	Held
23. Contract Change Notice	Bob Smith and Ian Westgate	Held
18. Lack of long term workshop facility	Caroline Hughes and Chris Marchant	Held

**8. Addition Comments and Notes**

<b>A</b>	Service Review with SBDC date to be agreed
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**9. Decisions/Steer Required from Collection Committee**

<b>A</b>	BCC request for bio-waste collection assurances
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<b>Expected Status at next meeting</b>	<b>Amber</b>	<b>Quality</b>	<b>Amber</b>	service elements showing an improving trend
		<b>Time</b>	<b>Amber</b>	90% of programme on time
		<b>Finance</b>	<b>Green</b>	Scope of programme has not changed
		<b>Scope</b>	<b>Green</b>	Contract savings achieved, and Q1 budget on track

**CHILTERN & WYCOMBE JOINT WASTE COLLECTION COMMITTEE**  
**11<sup>th</sup> June 2015**

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**Provisional Performance Figure Q4 and 2014-15**

Contact Officer: Kitran Eastman ([keastman@chiltern.gov.uk](mailto:keastman@chiltern.gov.uk) – 01494 732149)

**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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	Indicator	Actual 13/14	Target 14/15	Q 4 (Provisional)	Annual (Provisional)	Status
1	% of household waste recycled	27.20%	31%	29.38%	26.34%	<p><b><u>This indicator reflects the amount of waste recycled (not composted):</u></b> Q4 figures are currently being verified and cross checked, and the figures provided are <b>provisional and subject to change following verification</b>. The provisional figures show that recycling as a percentage has increased in Q4, partly due to a fall in Green Garden waste over the winter period. The provisional full year’s figure indicates that we will be below target, by 4.66 percentage point, due to further reduction of packaging in the waste stream, although this is offset by a higher than expected composting rate.</p> <p>*Please note these are joint figures for both CDC and WDC</p>
2	% of household waste Composted	21.92%	25%	20.93%	28.44%	<p><b><u>This indicator reflects the amount of waste composted (not recycled):</u></b> Q4 figures are currently being verified and cross checked, and the figures provided are <b>provisional and subject to change following verification</b>. 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 provisional full year’s figure indicates that we will be above target by 3.44 percentage points, due to favourable growing conditions in Q1 and Q2.</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	6,354 Tonnes (7,475)	25,726 Tonnes	<p><b><u>This indicator reflects the amount of waste recycled (not composted) in tonnes:</u></b> Q4 figures are currently being verified and cross checked, and the figures provided are <b>provisional and subject to change following verification</b>. The provisional figures show that tonnages through the year have been lower than anticipated. 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.</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	4,526 Tonnes (6,250)	27,771 Tonnes	<p><b><u>This indicator reflects the amount of waste composted (not recycled) in tonnes:</u></b> Q4 figures are currently being verified and cross checked, and the figures provided are <b>provisional and subject to change following verification</b>. The provisional figures show that tonnages through the year have been higher than anticipated. The provisional full year’s figure indicates that we will be above target, by 2,771 tonnes. This is mostly due to favourable growing conditions in Q1 and Q2.</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%	50.32%	54.78%	<p><b><u>This indicator reflects the amount of waste composted (not recycled) in tonnes:</u></b> Q4 figures are currently being verified and cross checked, and the figures provided <b>are provisional and subject to change following verification.</b> The provisional figures show that recycling as a percentage has fallen through the year mainly due to a fall in Green Garden waste over the winter period. The provisional full year’s figure indicates that we will be below target, by 1.22 percentage points. This is mostly due to a further reduction of packaging in the waste stream, and some residents still placing recyclable items in the black bin.</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	80.96 kg (93.8)	366 kg	<p><b><u>This indicator reflects the amount of waste collected from each person in the district in kg:</u></b> Q4 figures are currently being verified and cross checked, and the figures provided <b>are provisional and subject to change following verification.</b> The provisional figures show that waste production is less per head than anticipated, which is very positive. This year each person in Chiltern and Wycombe only produced 366kg of waste, a reduction on previous years.</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	98 kg (112.5)	408 kg	<p><b><u>This indicator reflects the amount of residual waste collected from each household in the district in kg</u></b> Q4 figures are currently being verified and cross checked, and the figures provided <b>are provisional and subject to change following verification.</b> The provisional figures show that the amount of waste being sent to landfill is less than anticipated, which is very positive. Each domestic household (in Chiltern and Wycombe) this year produced on average only 408 kg of waste, which was sent to landfill. This is a significant 42kg less than anticipated!</p> <p>*Please note these are joint figures for both CDC and WDC</p>
9	JWS Customer service call abandonment rate	25.3%	10%	13.1%	13.18%	<p><b><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></b> 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.</p> <p>*Please note these are joint figures for both CDC and WDC</p>
10	JWS Customer Service	33.1%	65%	39.5%	46%	<p><b><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></b> Waste Services have received 20,848 calls in quarter 4 a large reduction from the same time last year. 39% of calls answered within 20 seconds is a rise from the same time last year but still below the target of 65%. The service has been disadvantaged by a number of staffing</p>



Classification: OFFICIAL  
 Appendix 1 – Performance Figures

	Calls answered within 20 seconds					issues including long term sick and maternity leave. Problems were 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.  *Please note these are joint figures for both CDC and WDC
1 1	JWS Number of waste and recycling containers missed	22,389	20,800 (5,200) (400 a week)	5,861 (5,200)	20,755	<b><u>This indicator reflects the numbers of containers which have been missed:</u></b> We have seen a reduction in the number of containers missed this year compared to last.  *Please note these are joint figures for both CDC and WDC
1 2	% of fly tips removed within 2 working days	-	-	62.67%	TBC	<b><u>This indicator reflects the percentage of flytips removed in 2 working days once they have been sent to the waste contractor:</u></b> Q4 figures are currently being verified and cross checked, and the figures provided are provisional and subject to change following verification. The provisional figures show that 62.67% of Fly Tips were removed within 2 working days. This is a considerable improvement for the same period last year where the figure was 20.47%. This is due to a change in recording method to improve data accuracy.  *Please note these are joint figures for both CDC and WDC



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# Item 13

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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# Appendix C

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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