

Joint Waste Services – Programme Highlight Report

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

Overall Programme Status	Amber	Quality	Amber	Some service elements off target
		Time	Amber	90% of programme on time
		Scope	Green	Scope of programme has not changed
		Finance	Green	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 th 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 th 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

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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

A	Misses above target, and rectification times– Action plan has been produced by Serco to resolve this situation
B	IAA payments still unconfirmed by BCC although positive indications have been made
C	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

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

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