



Chiltern & Wycombe Joint Waste Collection Committee

Thursday, 27th August, 2015 at 10.30 am

Committee Room 2, Wycombe District Council, Council Offices, Queen Victoria Road, High Wycombe, Bucks HP 11 1BB

A G E N D A

- 1 Evacuation Procedures
- 2 Minutes (*Pages 5 - 8*)
To agree the Minutes of the meeting held on 25 June 2015.
- 3 Apologies for Absence
- 4 Declarations of Interest
- 5 Waste Service Highlight Report (*Pages 9 - 10*)
Appendix (Pages 11 - 16)
- 6 Waste Service Risk Review (*Pages 17 - 18*)
Appendix 1 (Pages 19 - 20)
Appendix 2 (Pages 21 - 22)
- 7 2014/15 Budget Update (*Pages 23 - 24*)
- 8 Quarter 1 Budget Overview (*Pages 25 - 30*)
- 9 Waste Service Policy Refresh (*Pages 31 - 32*)
Appendix (Pages 33 - 52)
- 10 Waste Service Container Charging Options (*Pages 53 - 54*)

Appendix 1 (Pages 55 - 58)

Appendix 2 (To Follow)

11 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.

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

12 KOTs Update (*Verbal Report*)

13 Charge Control Notice and novation update (*Verbal Report*)

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 (Chairman)	Wycombe District Council
Councillor Mrs Wendy Mallen	Wycombe District Council
Councillor Michael Smith (Vice-Chairman)	Chiltern District Council
Councillor Caroline Jones	Chiltern District Council

Date of next meeting – Thursday, 5 November 2015 (Cabinet Room, King George V House, King George V Road, Amersham)

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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 25 JUNE 2015
at CHILTERN DISTRICT COUNCIL**

PRESENT:

Councillor J Teesdale (Wycombe District Council) - Chairman
" M R Smith (Chiltern District Council) - Vice Chairman

Councillors: W Mallen (Wycombe District Council) and C M Jones (Chiltern District Council)

Officers: K Eastman (CDC & WDC Senior Waste Officer), C Hughes (WDC), C Marchant (CDC & SBDC), S Markham (CDC), R Prance (CDC & SBDC), B Smith (CDC & SBDC) and I Westgate (WDC)

1 ELECTION OF CHAIRMAN

Present: Nisar Visram (WDC), Jake Bacchus (WDC)

It was proposed by Councillor M Smith, and seconded by Councillor C Jones, and

RESOLVED –

That Councillor J Teesdale be elected Chairman of the Chiltern & Wycombe Joint Waste Collection Committee for the remainder of the Municipal Year.

2 APPOINTMENT OF VICE-CHAIRMAN

It was proposed by Councillor J Teesdale, and seconded by Councillor C Jones, and

RESOLVED –

That Councillor M Smith be appointed Vice-Chairman of the Chiltern & Wycombe Joint Waste Collection Committee for the remainder of the Municipal Year.

3 MINUTES

Classification: OFFICIAL

The Minutes of the meeting held on 20 March 2015 were agreed as a correct record and signed by the Chairman.

4 DECLARATIONS OF INTEREST

There were no declarations of interest.

5 PROGRAMME HIGHLIGHT REPORT

The Joint Committee considered the programme highlight report which provided an update on the: tasks, milestones and outcomes, current year's budget, key targets, variances, Serco accident reports and key risks.

An updated Collection Point Policy was circulated at the meeting. This was agreed subject to minor amendments. It was suggested that the updated Policy be promoted, and published on the Council websites, along with pictures to help make it clearer to residents.

There was a discussion regarding the proposed waste collections during the Christmas period. Discussions were taking place with Bucks County Council. It was felt that resuming collections on the Monday, rather than the Saturday, after Christmas was preferable. This would need to be publicised. Leaflets would be distributed to residents in October/November.

In response to a question from the Chairman it was advised that changes had been made to resolve the issues experienced with clinical waste collections. The collection of sharp waste objects would be looked at as part of the review of waste policies.

A graph showing reported missed collections for 2015/16, circulated at the meeting, was noted. This would need to be monitored as high call volumes may result in increased costs for the WDC call centre contract.

RESOLVED –

- 1. That the report be noted.**
- 2. That the updated Collection Point Policy be agreed, subject to minor amendments.**

6 2014/15 PROVISIONAL WASTE PERFORMANCE DATA

The Joint Committee received a report showing the provisional quarter 4, and full year 2015/16, data for the joint waste service. It was suggested the positive recycling performance be promoted to residents on the website, through a press release. Any leaflets needed to be clear and use graphics to make messages easier to understand.

RESOLVED –

That the provisional performance for 2014/15 be noted.

7 DATES OF FUTURE MEETINGS

The 16 July meeting was cancelled.

The 10 September meeting was moved to 27 August at WDC.

The 5 November meeting would be held at CDC.

8 EXCLUSION OF THE PUBLIC:

RESOLVED –

That under section 100 (A) (4) of the Local Government Act 1972 (as amended) the public be excluded from the meeting for the following item(s) of business on the grounds that they involved the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Act.

Note: the relevant paragraph number and description is indicated under the Minute heading.

9 2015/16 WASTE PROJECT UPDATE

This item was deferred to another meeting.

10 JOINT WASTE CONTRACT WITH SERCO LIMITED

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

The Joint Committee received a report providing an update on the approach received from Serco in relation to its plans for a corporate restructuring.

RESOLVED –

That the report be noted.

11 CONTRACT NOTICE OF CHANGE & SERCO WORKSHOP OPTIONS UPDATE

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

The Joint Committee received a report providing an update on the situation regarding the Contractor Notice of Change (CCN); and, list of financial

Classification: OFFICIAL

savings proposals received from Serco. Members also considered the revised Key Operating Targets (KOTs) contained in the Contract.

Following a discussion the Joint Committee then

RESOLVED –

- 1. That the report be noted.**
- 2. That Serco's financial savings plan be agreed.**
- 3. That the revised Key Operating Targets, once agreed by Serco, take effect from 1 April 2014, and be implemented on an on-going monthly basis.**
- 4. That Serco be advised of the potential level of default payments that had accrued.**

The meeting ended at 11.40 am

Joint Waste Services – Programme Highlight Report

Meeting	Senior Waste Officer Board	Location	WDC – Committee Room 1
Date/Time	13th August 2015	Period Covered	10th June – 3rd August

Overall Programme Status	Amber	Quality	Amber	Some service elements off target – but improving
		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	1 posts advertised – Waste Data Officer (2yr post)	01/06/15	01/06/15
CDC Green Waste charge to be reviewed	TASK	Review took place to look at moving more people to online payments – but held for next year's consideration	01/07/2015	15/07/15
CDC Green Waste renewal process to start	OUTCOME	Two month process for the large renewal batch – process and time agreed (end August)	01/08/2015	In progress
Clinical Waste Review	OUTCOME	Contact clinical waste customers to check status of collection need and confirm emergency contact details	01/07/2015	03/08/2015
Review of Mays satisfaction surveys	TASK	See appendix 1 for the review of Mays satisfaction phone surveys results	31/07/2015	03/08/2015
Start pf contamination project for “grow area”	TASK	Have started contamination project in key areas on	04/08/2015	04/08/2015
Introduction of integrated web form for missed bins	OUTCOME	Stream lined process for on-line reported cutting manual input and increase automated emails – continues to work well!!!!	25/05/2015	25/05/2015
Changed reporting time for missed collections to noon	TASK	Stream lined process for early reporting with Serco – and process of updating residents of “unjustified” reports	20/07/2015	20/07/2015

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

Task, Milestone, Outcomes		Comment	Planned
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 – <i>Serco have now requested as a formal letter</i>	10/08/2015
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	01/12/2014
Collect and Return Waste Review	OUTCOME	Contact clinical waste customers to check status of collection need and confirm emergency contact details	01/07/2015
Publicise new refreshed policy's on web	OUTCOME	Have easily accessible policy's with pictures on websites	01/09/2015
End of contamination project	MILESTONE	Have finished contamination project and reviewed the results and value for money	01/10/2015
Finalised communications and calendars for 2015	MILESTONE	Have printed and be ready to send new annul leaflet	01/10/2015

Joint Waste Services – Programme Highlight Report

3. Budget – Current Year (not including authority recharges)

	Joint Budget	Est. Outturn	CDC Budget	Est. Outturn	WDC Budget	Est. Outturn	Comment
Contracted Costs	£8,220,800	On budget	£2,738,481	On budget	£5,481,519	On budget	Budget for 2015/16 is predicted to be budget. Risk include the rate of indexation which will be applied from November 2015 and the upcoming change of tipping point for residual waste.
Joint Client Expenditure	£1,694,791	On budget	£959,409	On budget	£ 733,382	On budget	
Joint Client Income	(£2,083,700)	On budget	(£974,002)	On budget	(£1,109,697)	On budget	
Balance	£7,831,891	On budget	£2,723,888	On budget	£5,105,204	On budget	

4. Key Targets

	2014/15	Target	April	May	June	Comment
Recycling Rate	54.8%	56% (Annual)	Est. 52%			Awaiting BCC data
Missed Containers	20,325	20,800 (Annual) 1,733 (Monthly)	1,714	1,961	3,543	2013 - July provision figure
Missed C&R (included in above figure)	3,379	1,820 (Annual) 152 (monthly)	380	323	594	377- July provision figure
% Calls answered	87%	90%	82%	82%	82%	95% - July provision figure
% Calls answered in 20 Seconds	46%	60%	31%	31%	33%	69% - July provision figure

5. Variances – Element outside of Tolerance

A	Misses slightly above target, - Action plan has been produced by Serco has made good progress
B	IAA payments still unconfirmed by BCC although positive indications have been made

6. Accident Reports (From Serco)

	Q1	Q2	Q3	Q4	Comment
HSE reportable Incidents	0	TBC	TBC	TBC	
Reported Accidents	TBC	TBC	TBC	TBC	Awaiting final number from Serco
Reported Near Misses	TBC	TBC	TBC	TBC	Awaiting final number from Serco
Days lost due to Accidents	TBC	TBC	TBC	TBC	Awaiting final number from Serco

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

Risk	Owner	Change
20. Failure of Paper Sort Facility	Chris Marchant	Held
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

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Expected Status at next meeting	Green	Quality	Green	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

Joint Waste Services

Tracker Survey Satisfaction Results

Author – Kitran Eastman 3/08/2015

1. Premis

This report gives an update on the last tracker survey results for the joint waste service, including an indication of trends from the previous surveys.

2. Methodology

Serco use an independent third party to carry out six monthly tracker surveys on each of their contracts, to obtain data on customer satisfaction. Responses are obtained from a sample size of 200 residents (100 per district) and this is the standard sample size that Serco use across all of their contracts where customer satisfaction is not linked to KOTs. Each telephone interview lasts approximately 8 minutes and residents are contacted using Random Digit Dialling (RDD). This information is then screened to ensure the interviewees live in the Chiltern & Wycombe catchment area.

RDD ensures inclusion of residents who are ex-directory. If the sample is limited to those in published telephone directories, it will be skewed towards older adults and those who have not moved home for many years. The results are then weighted to reflect the local population profile using census 2011 data. In addition, all numbers are screened against the Telephone Preference Services (TPS - www.tpsonline.org.uk).

3. Autumn Results

The survey was carried out in May 2015 (Post election).

Overall

- Overall satisfaction in Chiltern has increased by 6.5% (percentage points) this wave to 92.1%, this is its highest level we have ever noted.



- Overall satisfaction in Wycombe has decreased by 3.5% (percentage points) this wave to 83.5%, this is its lowest level we have ever noted in Wycombe.

Over the last two and a half year the overall level has been:

Overall	2013		2014		2015	
	Spring	Autumn	Spring	Autumn	Spring	Autumn
Chiltern	79%	85%	88%	86 %	92.1%	
Wycombe	86%	85%	90%	87%	83.5%	
Overall	82%	85%	89%	86%	88%	

Joint Waste Services

Street cleaning



- Satisfaction with street cleaning in Chiltern is 80.2% this wave, an decrease of 0.8% (percentage points) from last survey, but a 5.2% increase (percentage points) on the same period last year



- Satisfaction with street cleaning in Wycombe is 84.0% this wave an increase of 0.5% (percentage points) from last survey,

From the comments we know that

- Satisfied residents are happy that streets and roads are clean / tidy with not much litter around, and that they are cleaned regularly

The main reasons for dissatisfaction (18 residents in Chiltern and 15 in Wycombe) were

- streets not being clean / tidy
- frequency of cleaning
- Potholes or paths not maintained – which does not fall within the scope of our contact

Over the last two and a half year the overall level has been:

Cleansing	2013		2014		2015	
	Spring	Autumn	Spring	Autumn	Spring	Autumn
Chiltern	79%	77%	75%	81%	80.2%	
Wycombe	86%	84%	89%	88%	84.5%	
Overall	83%	81%	82%	85%	82%	



General Waste (Refuse) collections

- Satisfaction with refuse collection in Chiltern is 94.1% an increase of 7.1% (percentage points) and it is up 4% (percentage points) on the same period last year (90%)



- Satisfaction with refuse collection in Wycombe is 79.4% this wave, a decrease of 4.5% (percentage points) this is one of the lowest scores we have ever noted

From the comments we know that

- Satisfied residents are happy with the regularity and reliability of the efficient service, and that collections are made at a convenient time
 - Reasons for dissatisfaction
 - missed collections



Working together
2



Joint Waste Services

- Residents would like collections to be at a set time
- No bins or sacks provided
- Frequency of collections (only raised by WDC residents)

Over the last two and a half year the overall level has been:

General Waste	2013		2014		2015	
	Spring	Autumn	Spring	Autumn	Spring	Autumn
Chiltern	80%	83%	90%	87%	94.1%	
Wycombe	87%	79%	89%	85%	79.4%	
Overall	84%	81%	90%	86%	87%	

Recycling collections



- 87 Chiltern residents said they participate in the recycling collection service, of whom 95.5% are satisfied, an increase of 10.6% (percentage points) from the last wave



- 93 Wycombe residents said they participate in the recycling collection service, of whom 72.1% are satisfied, a large decrease of 19.2% (percentage points) from last wave,

From the comments we know that

- Satisfied residents are happy with the frequency of efficient collections and that they are made on time / promptly
- Of the 12 residents that are dissatisfied the main reasons they give are:
 - Frequency x 10
 - Missed collections x 7 – 6 of which are from Chiltern Rise
 - Bin placement x 6 – 5 of which are from Oakridge and Castlefield

Over the last two and a half year the overall level has been:

General Waste	2013		2014		2015	
	Spring	Autumn	Spring	Autumn	Spring	Autumn
Chiltern	76%	84%	91%	85%	95.5%	
Wycombe	85%	89%	92%	91%	72.1%	
Overall	81%	86%	92%	88%	84%	

Joint Waste Services

Food waste collection



- 75 Chiltern residents said they participate in the food collection service, of whom 95.9% were satisfied, an increase of 9.1% (percentage points) from last wave



- 76 Wycombe residents said they participate in the food waste collection service, of whom 95.9% were satisfied, an increase of 18.6% (percentage points) from last wave

From the comments we know that

- Satisfied residents are generally happy with the regular and reliable collections, and that they are made on time / promptly
- Of the 8 residents that are dissatisfied the main reasons they give are:
 - because they believe this service should be more frequent

Over the last two and a half year the overall level has been:

Food Waste	2013		2014		2015	
	Spring	Autumn	Spring	Autumn	Spring	Autumn
Chiltern		91%	90%	87%	95.9%	
Wycombe		85%	88%	77%	95.9%	
Overall		88%	89%	82%	96%	

Garden waste collections



- 42 Chiltern residents said they participate in the garden waste collection service, of whom 95% were satisfied, an increase of 6.8% (percentage points) from last wave



- 86 Wycombe residents said they participate in the garden waste collection service, 85.7% were satisfied, an decrease of 8.0% (percentage points) from last wave
- From the comments we know that

From the comments we know that

- Satisfied residents are generally happy with the regular, efficient and timely collections which save them from going to the tip

Joint Waste Services

- Just 9 residents are dissatisfied with the service, main reasons for dissatisfaction are.
 - frequency x 1 in Chiltern and x 4 in Wycombe
 - Insufficient room in bin 2 Wycombe

Over the last two and a half years the overall level has been:

Garden Waste	2013		2014		2015	
	Spring	Autumn	Spring	Autumn	Spring	Autumn
Chiltern		88%	94%	80%	95%	
Wycombe		91%	91%	94%	85.7%	
Overall		90%	93%	87%	90%	

4. Benchmarking against other local authorities

Officers compared the results of this tracker survey with the average Serco contract results and also other local authorities nationally. The customer satisfaction results with the joint waste service compare comfortably with each of those.

5. Action Plan

Serco are working to improve on problem areas and are proactively managing collect/returns on the hot spot list. Drivers are required to call in after each collection and supervisors are checking up on this. In addition, Contract Officers are monitoring hot spot properties to ensure that these are completed.

The data team have developed a 'dash board' to monitor performance in all contract area and Serco are working to improve the use of Street Smart and how it interacts with Contender.

6. Next Surveys

The next survey will take place in November 2015

CHILTERN & WYCOMBE JOINT WASTE COLLECTION COMMITTEE (JWCC)

27 August 2015

Review and refresh of the joint waste collection risk register

Contact Officer: Kitran Eastman (keastman@chiltern.gov.uk)

RECOMMENDATION:

That the Joint Waste Collection Committee

- 1) Notes the review of joint waste risk register**
- 2) Agrees the new risks owners, in Appendix 2**

Background

1. In preparation for the introduction of the Joint Waste Service (JWS), and throughout the procurement of the joint service a risk register has been kept an update.
2. Two years into the new services it is timely to hold a fuller review to ensure the register is fit for purpose.

Current Risks

3. The current risks can be seen in Appendix 1.
4. There are 17 current live risks, 4 red, 11 Amber and 2 green. The Red risks are Lack of Long term workshop facilities, Clay Lane - Lack of long term investment plan, Paper Sort Facility, Contract Change Notice

Updated Risks

5. The refreshed risks are reviewed looking as risks in relation to Scope, Quality, Time, Finance, Communication, Legal & Contract, Infra-structure and people. A full list of suggested current items for the risk register can be seen in appendix 2.
6. Suggest risk owners and ratings and targets have also been included in appendix 2.
7. Once agreed the risks owners should review the rating and mitigation actions for the risks, for review by the Joint Waste Collection Committee.

Conclusion

8. The updated and refreshed risk register will enable clear management and understanding of the risks for the Joint Waste Collection Committee.



Likelihood	F					
	E					
	D					
	C					
	B					
	A					
		1	2	3	4	5
		Impact				

Likelihood:	
A	Almost impossible
B	Very low
C	Low
D	Significant
E	High
F	Very high

Impact:	
1	Negligible
2	Marginal
3	Some
4	Critical
5	Catastrophic

Risk No	Risk	Impact	Current Risk Rating	Target Risk rating	Mitigation Actions	Owner (s)	Comments
1	<u>Member Expectations</u> - Local Impact in conflict with overall picture	The expectations of some member at local level regarding service delivery and policy implementation, may not reflect the priorities of the JWCC lead to additional work for waste team through contact by Members and residents	D 3	C 3	Member communications has been built in as a key element of communication campaign	Kitran Eastman supported by other senior officers and Members as necessary	This risk has been kept due to the likely increase in contact from Members up until May, and request sent through from discussions with members of the public when canvassing
4	<u>No Post IAA funding</u> - BCC interface resulting in budget impacts	Financial Impact			On-going discussions with BCC	Bob Smith	Reduced IAA funding confirmed, continue dialog with BCC needed to ensure this payment will be made
6	<u>Poor Contractor Performance</u>	Officer time if performance is bad and KOTs/penalty points need to be used, and a reputational impact with residents and local media	C 3	B 2	Contract management	Kitran Eastman	KOT changes have been agreed by Serco and Bevan Britton are making the changes to the contract
9	<u>Long term savings not achieved</u>	Financial and reputational risk	C 3	A 3	On-going Monitoring	Alan Goodrum and Ian Westgate	Awaiting CCN outcome. Year 1 costs met
11	<u>Health and Safety Executive</u> - audit not passed	Effect on staff, Members of the Public and partners staff, Fines and Measures introduced by the HSE, reputation issues	B 3	A 3	Full contract management of Health and Safety Issues, as well as correct procurement of contract	Kitran Eastman	1st HSE visit has now taken place, only issue of concern is the traffic/management of the CI Lane depot
12	<u>UPM Contract</u> complications	Financial and reputational risk	B 3	B 2	Contract management	Chris Marchant	Currently no issue with UPM relationship
13	<u>BCC infrastructure</u> -No along term bio infrastructure generally	Financial and reputational risk	C 4	B 2	On-going discussions with BCC	Kitran Eastman	New Interim procurement to commence in April 2015
14	<u>Poor Customer Service Performance</u>	Reputational risk to councils, increased costs and impact on service	B 3	B 2	On-going Monitoring	Jacque Smith	On-going pressure in the CS team has result in some days performance being lower than anticipated. New phone system is to be implemented in June
18	<u>Lack of Long term workshop facilities</u>	Long term issues for Serco Contact due to a lack of workshop facilities now the PSF is continuing	D 4	B 2	Discussion with estates team with Caroline Hughes and Kitran Eastman	Caroline Hughes/Chris Marchant	On-going investigation being done
19	<u>Clay Lane - Lack of long term investment plan</u>	Added difficult over multi site maintained	D 4	B 2		Ian Westgate	
19b	<u>Clay Lane</u> - Depot Management	Potential health an safety risks as well as strained relationships with Serco	D 3	B 2		Kitran Eastman	
20	<u>Paper Sort Facility</u>	Issues surrounding maintenance and investment	D 4	B 2		Chris Marchant	
21	<u>Poor quality or delayed roll out on Phase 3</u>	Increased customer contact and reputational impact	D 2	B 2	Well planned and considered roll out	Kitran Eastman	Delay in the completion on phase 3 to ensure high quality roll out

Appendix 2 Reviewed risks**Chiltern and Wycombe Joint Waste Collection Board**

#	Category	Risk Title	Risk Description	Suggested Risk Owner	Suggested Risk Rating	Suggested Target Risk rating
1	Communication	Channel Shift	Unstructured phone calls and contact from emails can result in unnecessary cost or a delay in responses and resolving issues. Some residents can be reluctant to embrace self serve, or are unaware how to self serve	Sally Gordon	C 3	B 2
2	Finance	Income fluctuation	The JWS relies on income for some service i.e. bulky collections as well recycling credits . In current economic climate these can be affected by many factors and fluctuate may affect financial outturn	Kitran Eastman	D 3	B 2
3	Finance	Paper Sort facility	Cost of decommissioning PSF, and the end of the first term of the Serco contract on 2020	Chris Marchant	C 3	B 2
4	Finance	Further Savings	If additional savings are required from either council	Kitran Eastman	B 2	B 2
5	Infrastructure	Bio-waste infrastructure	Impact of the potential change in bio waste facilities following on from BCC procurement	Kitran Eastman	C 3	B 2
6	Infrastructure	High Heavens Transfer Station	Impact of the service delivery of the change of tipping location may impact on round finishing times, and costs of contract.	Richard Williams	D 3	B 2
7	Infrastructure	Workshop facilities	Lack of Long term workshop facilities impacting of fleet repairs and potentially collections	Chris Marchant	D 4	B 2
8	Infrastructure	Clay Lane investment	Lack of Long term knowledge of the future of the clay lane sites, and as such lack of long term investment plan	Ian Westgate	D 4	B 2
9	Legal & Contract	Contract Novation	Problems with contract novation resulting in issues with service, or procurement challenges	Bob Smith	D 3	B 2
10	Legal & Contract	Contract Change Notice	Problems with CNN resulting in issues with service, or procurement challenges	Bob Smith	C 3	B 2

11	Legal & Contract	KOT changes	Delay in changes to the new KOT system resulting in additional work and resources	Kitran Eastman	D 3	B 2
12	People	Expectation Management	Managing Cllr, Officer and public expectations of the service and what it should deliver, the policies we have in place and how we communicate	Sally Gordon	C 3	B 2
13	People	Demand Management	Looking how demand is affecting performance detrimental - and how demand management can be used to improve performance and reduce costs	Sally Gordon	C 3	B 2
14	People	Staff Retention	Key staff and knowledge being lost	Kitran Eastman	C 3	B 2
15	Quality	Contract Performance	Poor contract performance resulting in reduced satisfaction or increased costs	Kitran Eastman	C 3	B 2
16	Quality	Health and safety	Poor health and safety resulting in danger or injury, liability or increased costs	Kitran Eastman	C 3	B 2
17	Quality	Customer Services Performance	Poor customer service performance resulting in reduced satisfaction or increased costs	Sally Gordon	C 3	B 2
18	Time	Phase 3 - Flats	Delay in rolling out of new services	Richard Williams	C 3	B 2
19	Time	Phase 4 - Recycling centres	Delay in reducing the number of bring sites	Richard Williams	C 3	B 2

CHILTERN & WYCOMBE JOINT WASTE COLLECTION COMMITTEE (JWCC) 27 August 2015

2014/15 Joint Waste Service Budget Update

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

RECOMMENDATION

That the Joint Waste Collection Committee note the information in this report

1. This report outlines the 2014/15 budget position for the Joint Waste Service to the end of quarter 4. It highlights three main areas a) Contracted Costs b) Joint Client Expenditure c) Joint Client Income
2. Total Service Costs (excluding WDC internal corporate recharges)

Table 2a	Joint Budget	CDC Budget	WDC Budget
Contracted Costs	£7,949,500	£2,715,660	£5,233,840
Joint Client Expenditure	£1,459,001	£1,002,620	£456,381
Joint Client Income	(£1,739,990)	(£952,322)	(£787,668)
Balance	£7,668,511	£2,765,958	£4,902,553

Table 2b	Joint Annual Budget	Out Turn	CDC Out Turn	WDC Out Turn
Contracted Costs	£7,949,500	£7,973,259	£2,767,399	£5,205,860
Joint Client Expenditure	£1,459,001	£1,445,672	£991,009	£454,663
Joint Client Income	(£1,739,990)	(£1,848,781)	(£887,937)	(£960,843)
Balance	£7,668,511	£7,570,150	£2,870,470	£4,699,680

The waste service budget for 2014/15 came under budget by £98,361.

The main variation was due to higher than forecast recycling credits, however to date these figures are yet to be finalised and so may be subject to change.

Additional expenditure was required on rolling out of the flats recycling scheme. Bins which were of a higher specification than proposed by Serco in their contract bid were required. This resulted in new bins (rather than second hand bins) being purchased with apertures to reduce the contamination of recycling. This was paid as a one off invoice of £156,110 for Chiltern and

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Wycombe. These bins cover those being rolled out to current flats as well as a stock which are being put into new developments which will be paid for by the developers. This expenditure is included within the figures in table 2b.

3. CDC Service Costs (excluding WDC internal corporate recharges)

Table 3	CDC Budget	CDC Out Turn	Variance
Contracted Costs	£2,715,660	£2,767,399	(£51,739)
Joint Client Expenditure	£1,002,620	£991,009	£11,612
Joint Client Income	(£852,322)	(£880,358)	£29,117
Joint Client Income – IAA	(£100,000)	(£7,579)	(£92,421)

Balance	£2,765,958	£2,870,470	(£104,512)
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The waste service budget for CDC 2014/15 came over budget by £104,512

The main variations were due to no receipt of IAA funding being received in year.

4. WDC Service Costs (excluding WDC internal corporate recharges)

Table 4	WDC Budget	WDC Out Turn	Variance
Contracted Costs	£5,233,840	£5,205,860	£27,980
Joint Client Expenditure	£456,381	£454,663	£1,717
Joint Client Income	(£787,668)	(£960,843)	£173,175

Balance	£4,902,553	£4,699,680	£202,873
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The waste service budget for WDC 2014/15 came under budget by £202,873

The main variations were due to higher than expected recycling credit income.

CHILTERN & WYCOMBE JOINT WASTE COLLECTION COMMITTEE (JWCC) 27 August 2015

2015/16 Joint Waste Service Budget Update

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

RECOMMENDATION

That the Joint Waste Collection Committee note the information in this report

1. This report outlines the 2015/16 budget for the Joint Waste Service, and the budget position for Quarter 1. It highlights three main areas a) Contracted Costs b) Joint Client Expenditure c) Joint Client Income
2. 2015/16 Waste Budgets (including internal corporate recharges)

Table 2a	Joint Budget	CDC Budget	WDC Budget
Contracted Costs	£8,220,800	£ 2,738,481	£ 5,481,519
Joint Client Expenditure*	£1,694,791	£959,409	£733,382
Joint Client Income	(£2,083,700)	(£974,002)	(£1,109,697)
Balance	£7,831,891	£2,723,888	£5,105,204

*Please note CDC internal recharges are £555,065

*Please note WDC internal recharges are £293,400

Table 2b	Q1 Budget based on standard 12 month profiling	Q1 Position	Est. Year End Position	Comment
Contracted Costs	£2,055,200	£1,778,990	On Budget	
Joint Client Expenditure	£423,698	£272,151	On Budget	Many costs charged on an annual basis
Joint Client Income	(£520,925)	£239,441	On Budget	Awaiting income from BCC
Balance	£1,957,973	£2,290,582	On Budget	

The waste service budget for 2015/16 is currently estimated to outturn on budget at the end of the year. Areas of risk to income are based around IAA payments, recycling credit levels, and customer driven income. Areas of risk on expenditure include the rate of indexation which will be applied from November 2015 and the upcoming change of tipping point for residual waste.

3. CDC Q1 - 2015/16 Waste Budgets (including internal corporate recharges)

Table 3a	CDC Budget	Q1 Budget based on standard 12 month profiling	Q1 Position
Contracted Costs	£2,738,481	£684,620	£591,900
Joint Client Expenditure	£959,409	£240,089	£156,138
Joint Client Income	(£974,002)	(£243,387)	(£33,349)
Balance	£2,723,888	£681,322	£714,689

4. WDC Q1 - 2015/16 Waste Budgets (including internal corporate recharges)

Table 4a	WDC Budget	Q1 Budget based on standard 12 month profiling	Q1 Position
Contracted Costs	£5,481,519	£1,370,380	£1,187,095
Joint Client Expenditure	£ 733,382	£183,609	£138,992
Joint Client Income	(£1,109,697)	(277,538)	£272,790
Balance	£5,105,204	£1,276,451	£1,598,877

5. Contracted Costs

Table 5a	Joint Budget	CDC Budget	WDC Budget	Comment
Fixed Fee	£7,625,530	£2,521,591	£ 5,103,939	Budget including anticipated indexation
Variable Works	£347,043	£98,583	£248,460	
Increase in HH	£200,000	£70,881	£129,119	Increase in HH and estimate cost of change in tipping point
Increase in Green Customers (CDC ONLY)	£35,000	£35,000	£0	Additional charge for above expect green waste uptake
Bin Cost (CDC ONLY)	£12,427	£12,427	£0	
Third Party Income	(£0)	(£0)	(£0)	
Balance	£8,220,800	£2,738,481	£5,481,519	

Table 5b	Joint Annual Budget	Q1 Budget based on standard 12 month profiling	Q1 Position	Est. Year End Position	Comment
Fixed Fee	£7,625,530	£1,906,383	£1,869,002	On Budget	Indexation to be added in November
Variable Works	£347,043	£86,761	(£ 100,621)	On Budget	
Increase in HH	£200,000	£50,000	£0	On Budget	
Increase in Green Customers (CDC ONLY)	£35,000	£8,750	£ 7,568	On Budget	
Bin Cost (CDC)	£12,427	£3,107	£3,046	On Budget	

ONLY)					
Third Party Income	(£0)	(£0)	(£0)	On Budget	

Balance	£7,625,530	£1,906,383	£1,869,002	On Budget	
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The waste contract budget for 2015/16 is predicted to outrun on budget. Risk in relation to contract expenditure include the rate of indexation which will be applied from November 2015 and the upcoming change of tipping point for residual waste. Budget has been included for both of these areas to mitigate for this risk. Currently "increase in households" budget area, reflects the potential cost from increase in property numbers and the change in tipping point. Although currently a standard budget split is applied to this area, indications are that the potential costs may be more significant in the CDC area.

6. Joint Client Expenditure and Income Budget

Table 6a shows the budget for the joint waste client and the respective CDC and WDC budgets for 2015/16

Table 6a	Joint Budget	CDC Budget	WDC Budget	Comment
Expenditure				
Employee Expenses	£ 569,030	£ 257,870	£ 286,160	CDC -47.40% WDC - 52.60%
Premises Related Expenses	£ 3,600	£ 1,706	£ 1,894	CDC -47.40% WDC - 52.60%
Transport Related Expenses	£ 20,000	£ 9,480	£10,520	CDC -47.40% WDC - 52.60%
Supplies and Services	£83,910	£ 39,865	£42,045	CDC -47.40% WDC - 52.60%
Advertising / Communications	£69,200	£ 2,836	£ 46,364	CDC -33% WDC - 67%
Green Waste Admin	£10,000	£10,000	£0	CDC Only
Customer Service Recharge	£ 75,650	£5,800	£39,850	Customer Services recharges proposed split
CDC Support Services recharge (General)	£555,065	£55,5065	£0	CDC Only
CDC Support Services recharge (Office)	£14,936	£14,936	£0	CDC Only
WDC Support recharges	£293,400	£0	£293,400	WDC Only
TOTAL	£1,694,791	£897,558	£720,233	
Income				
IAA Funding - CDC	(£0)	(£0)	(£0)	CDC Only
IAA Funding - WDC	(£100,000)	(£0)	(£100,000)	WDC Only
Recycling Credit	(£1,300,000)	(£460,200)	(£839,800)	CDC - 35.40% WDC - 64.60%
Town & Parishes recharges	(£700)	(£700)	(£0)	CDC Only
Garden Waste	(£420,000)	(£420,000)	(£0)	CDC Only

Sale of Boxes/ Bins etc	(£20,000)	(£35,400)	(£64,600)	CDC - 35.40% WDC - 64.60%
Bins for new Developments	(£15,000)	(£5,310)	(£9,690)	CDC - 35.40% WDC - 64.60%
Bulky Waste Collection	(£100,000)	(£35,400)	(£64,600)	CDC - 35.40% WDC - 64.60%
Schools Charges	(£128,000)	(£45,312)	(£82,688)	CDC - 35.40% WDC - 64.60%
TOTAL	(£2,083,700)	(£974,002)	(£1,109,697)	

Table 6b shows the Q1 budget position and expected outturn position for the joint waste client

Table 6b	Joint Budget	Q1 Budget based on standard 12 month profiling	Q1 Position	Est. Year End Position	Comment
Expenditure					
Employee Expenses	£ 569,030	£142,258	£ 130,132	On Budget	
Premises Related Expenses	£ 3,600	£900	£0	On Budget	Annual Fee
Transport Related Expenses	£ 20,000	£5,000	£ 3,548	On Budget	Switch to online millage claims has delayed some claims
Supplies and Services	£83,910	£20,978	£0	On Budget	Awaiting invoices (including BWP)
Advertising / Communications	£69,200	£17,300	(£ 51,189)	On Budget	Awaiting invoices and comms campaign in Q4
Green Waste Admin	£10,000	£2,500	£0	On Budget	Main renewals start end August 2015
Customer Service Recharge	£ 75,650	£18,913	£0	Under Review	Annual Recharge
CDC Support Services recharge (General)	£55,5065	£138,766	£0	-	Annual Fee
CDC Support Services recharge (Office)	£14,936	£3,734	£0	-	Annual Fee
WDC Support recharges	£293,400	£73,350	£0	-	Annual Fee
TOTAL	£1,694,791	£423,697.75	£82,491		
Income					
IAA Funding - CDC	(£0)	(£0)	£150,000	Awaiting information from BCC	2014/15 income carried fwd. but was not paid by BCC yet
IAA Funding - WDC	(£100,000)	(£25,000)	(£0)	Awaiting information from BCC	2014/15 income carried fwd. but was not paid by BCC yet

Recycling Credit	(£1,300,000)	(£325,000)	£423,372	Awaiting confirmation on Q1 performance	2014/15 income carried fwd. but was not paid by BCC yet.
Town & Parishes recharges	(£700)	(£175)	£0	On Budget	Annual Fee
Garden Waste	(£420,000)	(£105,000)	(£133,798)	On Budget	Main renewals start end August 2015 – Early money due to audit requirements to spread annual payments
Sale of Boxes/ Bins etc	(£20,000)	(£5,000)	(£ 9,956)		
Bins for new Developments	(£15,000)	(£3,750)	(£ 12,476)		
Bulky Waste Collection	(£100,000)	(£25,000)	(£ 23,334)		
Schools Charges	(£128,000)	(£32,000)	(£44,666)		
TOTAL	(£2,083,700)	(£520,925)	(£349,142)		

The waste client budget for 2015/16 is currently estimated to outturn on budget at the end of the year. The main areas of risk related to income, and this will need close monitoring in Q2.

CHILTERN & WYCOMBE JOINT WASTE COLLECTION COMMITTEE (JWCC)

27 August 2015

Review and refresh of the joint waste collection policies and for the Chiltern and Wycombe Joint Waste Service.

Contact Officer: Sally Gordon (sgordon@chiltern.gov.uk – 01494 586868)

RECOMMENDATION:

That the Joint Waste Collection Committee notes the review of joint waste policies, and approves the updated policy documents as set out in Appendix 1, and its application from 1st September 2015

Background

1. In preparation for the introduction of the Joint Waste Service (JWS) in March 2013, the waste policies of both Chiltern and Wycombe District Councils were harmonised in order to provide a consistent approach to waste collections across both districts. The Joint Waste Harmonisation report was approved by the Joint Waste Collection Committee in December 2012 and by both Cabinets. Delegated powers were given to the Head of Service at Wycombe and the Senior Waste Officer at Chiltern, in consultation with Cabinet Members, for any amendments to policy.
2. Two years on, it is timely to review and refresh those policies in the interests of seeking continuous improvement, to provide greater clarity to stakeholders, including residents, Members, Waste Officers and Customer Services and to manage customer expectations. The updated Waste Policies have been attached as Appendix 1. Following approval by the JWCC, the updated policies will be published on both Council's websites.

Updated Waste Policies

3. The updated policy document, set out in Appendix 1, provides details of all collection services provided by the JWS. It highlights the legal requirements put upon a collection authority in relation to waste and what powers the authority has with regards to collection specifics (Environmental Protection Act 1990, Section 46).
4. The majority of waste collection authorities have a waste collection policy to guide their services. A review of many of these has been carried out to establish best practice.
5. The updated policy document uses the Joint Waste Harmonisation report agreed in December 2012, and historic service standards from both districts combined with industry standard best practices.
6. The updated policy document allows Waste Services, Customer Services, Residents and Members to fully understand the levels of service that can be expected and what they need to do to ensure collections take place successfully.
7. It will also allow the JWS to provide a more consistent service across the districts and to help find efficiencies within the current and future contracts. An example of one such efficiency would be to enable better enforcement of the 'no side waste' policy; increasing recycling levels and reducing waste arisings.

8. The updated policy document covers all general waste and recycling collection issues, including different service types (houses, flats, clinical, bulky collections etc), collection points and frequency, container types and delivery times.
9. The updated policy document does not impact on our current contract with Serco, or change any of the contracted provisions
10. Most of the policies have not changed but some of the terminology and description have been updated to provide greater clarity and understanding. These, where appropriate, will also be supported by photographic examples on the websites

Bulky Special Collections

11. The only proposed area of change from the existing waste policy relates to bulky special collections. Currently, residents may present up to five bulky items for a charge of £35. A sliding scale of charges then increases as the number of items increases:

No of bulky items requested	Charge
5	£35
6	£50
7	£65
8	£80

12. The current system of collecting five items for £35 quite often encourages residents to find additional items to put out, in order to make up their five. The proposed recommendation is to change this provision to three items for £35. Further items requested for collection (1, 2 or 3 items) to be charged at £35
13. Potential benefits of this change are:
 - Residents will be encouraged to consider waste minimisation
 - Less bulky waste items impacting on waste figures
 - Better use of vehicle capacity for Serco
 - It is not anticipated that this will have a detrimental effect on income received through this service.

Conclusion

14. The policies will be reviewed every two years to ensure they are kept in line with best practise.

Household Waste Collection Policy Document

Chiltern District Council & Wycombe District Council

Author – Kitran Eastman/Sally Gordon/Tim Woolven

Approved by Joint Waste Collection Committee :



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Legislation

Under the provisions of the Environmental Protection Act, 1990, Chiltern and Wycombe District Councils are working in partnership as the Joint Waste Partnership. The Authorities are classed as Waste Collection Authorities, and as such, under section 45 (1), have a statutory duty to collect household waste from all domestic properties in the Chiltern and Wycombe Districts. Under Section 46(4) of the Act, the Councils have specific powers to stipulate:

- The size and type of the collection receptacle(s)
- Where the receptacle(s) must be placed for the purpose of collecting and emptying
- The substances or articles which may or may not be placed within the receptacle(s)
- The frequency of collection(s)

Waste policies are developed in order to provide clarity on the collection service provided, with information on what residents can expect to happen and what they need to do to use the service. The development of waste policies will be based on legislative requirements, contractual specifications and Health & Safety requirements.

Waste Collection Eligibility

This document refers only to “household waste” as defined by *The Controlled Waste Regulations 2012*.

Policy 1a – Collection containers for “Standard” low rise individual properties

All low rise properties across Chiltern and Wycombe, who are not part of a communal development, will have access to recycling, food waste and residual waste collection. For most standard low rise properties, such as houses, bungalows etc. the following containers have been provided:

Standard Residual Waste:

- 1 x 180 litre black wheeled bin - Only waste produced by a householder on a normal day to day basis that cannot be recycled should be placed in this wheeled bin.

Standard Recycling:

- 1 x 240 litre blue wheeled bin - for recycling including mixed plastics, metal cans and tins, glass and liquid food and drink cartons.
- 1 x 55 litre green/black box (for paper and cardboard)
- 1 x 70 litre red disposable textile bag
- 1 x 1 litre clear battery bag

Standard Organic Waste:

- 1 x 240 litre green wheeled bin for green garden waste. (This is a paid for annual subscription service within the Chiltern District, see Policy 3).
- 1 x 23 litre brown food waste bin

Households of Multiple Occupation

Households of Multiple Occupation (HMO's) will have access to the above containers and will be subject to all the same requirements for additional containers as they pay the same council rates as standard properties.

Mixed Hereditament Properties/Flats above shops

Mixed hereditament properties are generally business properties with living accommodation attached e.g. a flat above a shop. Such properties will be treated as standard properties as set out in Policy 1a. In exceptional circumstances, they may require the 'Single Use' Container collection service set out in Policy 1c.

The containers provided must not be used to dispose of commercial or business waste and anyone found using bins in this way may have them removed and may be subject to prosecution under the Environmental Protection Act, 1990.

In 2013, all suitable properties were provided with the above mentioned containers by the Councils. Replacement of existing containers or new containers will be subject to agreed charges.

For full details of container volumes and numbers see table 2, Policy 7.

Policy 1b – Collection containers for “Modified” standard low rise individual properties

Some low rise properties across Chiltern and Wycombe districts are not suitable for a wheeled bin collection. This may be due to:

- Properties not having room to store the necessary containers
- The adopted highway is not suitable to be accessed by the standard collection vehicle
- There is not an accessible and safe place to present the containers for collection

In these circumstances the following containers are available:

Standard Residual Waste:

- 104 x Purple disposable sacks a year - Only waste produced by a householder on a normal day to day basis that cannot be recycled should be placed in these sacks and only four sacks per fortnight will be collected.

Standard Recycling:

- 2 x 45 litre blue reusable bags - for recycling including mixed plastics, metal cans and tins, glass and liquid food/drink cartons.
- 1 x 55 litre green/black box (for paper and cardboard)

Standard Organic Waste:

- 2 x 70 litre green reusable bags - for green garden waste. (This is a paid for annual subscription service within the Chiltern District see Policy 3)
- 1 x 23 litre brown food waste bin

Where residents only have room for one wheeled bin, priority will be given to the provision of a black residual waste bin.

The Councils will advertise on their websites when the next supply of purple sacks is due to be delivered to modified households. If householders do not receive their supply during this delivery timescale, they must report it to the Councils within 6 weeks after this period in order to receive their replacement supply.

In 2013, all suitable houses were provided with the above mentioned containers. Replacement of existing containers or new containers which are not noted as “single use” will be subject to agreed charges.

For full details of container volumes and numbers see table 2, Policy 7.

Policy 1c – ‘Single Use’ Container Collection

Within the Districts there are a number of low rise properties where returnable containers left out for collection are not suitable. These areas tend to be busy high street areas where a box or bag may block the pavements for pedestrians. In these circumstances the following containers are available:

Standard Residual Waste:

- 104 x Purple Disposable sacks a year - Only waste produced by a householder on a normal day to day basis that cannot be recycled should be placed in these sacks and only four bags per fortnight will be collected.

Standard Recycling :

- 52 x blue disposable sacks a year - for recycling including mixed plastics, metal cans and tins, and liquid food and drink cartons. Glass cannot go in these sacks
- 52 x green disposable sacks a year - for paper and card

Standard Organic Waste:

- 1 x 23 litre brown food waste bin

For full details of container volumes and numbers see table 2 Policy 7.

The Councils will advertise on their websites when the next supply of sacks is due to be delivered to households with the ‘single use’ containers. If householders do not receive their supply during this delivery timescale, they must report it to the Councils within 6 weeks after this period in order to receive their replacement supply.

In 2013, all suitable houses were provided with the above mentioned containers. Replacement of existing containers or new containers which are not noted as “single use” will be subject to agreed charges.

Policy 2 - Communal collections (i.e. flats, and house with shared waste storage)

The Councils provide an alternative collection service for blocks of flats or properties with shared waste storage facilities.

Each of these properties has had its residual waste and recycling needs assessed and have been provided with the correct number of containers to store the waste generated.

Provision of recycling, food waste, and garden waste collections from flats is subject to capacity and configuration of the pre-agreed collection area.

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Containers

In most cases, shared bin areas will be provided with 1100 litres 4 wheeled bins, although 660 litre/360 litre/ 240 litre bins may be provided, if this is more appropriate. The number and type of bins provided will be dependent on the number of properties and size of storage space available.

Where wheeled bins cannot be provided, purple disposable sacks will be delivered and provided to residents, as detailed in Policy 7.

Collections

The frequency of collection for communal collection properties will be as per Policy 6, although residents will not be informed of a specific day. Containers must be accessible for collection 7 days a week.

No waste or recycling left outside or around the bins will be collected. This includes, but is not limited to, large bulky items, excess waste or recycling. It is the responsibility of the residents or managing agents to remove these items, to enable collections.

Where a bin is not accessible due to loose waste, recycling, or bulky items, the bin will not be emptied. It is the responsibility of the residents or managing agents to remove these items. The bin will then be emptied on the next scheduled collection day if the bins are accessible. Requests to clear bins or collection areas will be treated as a private works, and will be subject to availability and be chargeable.

All bin areas must be accessible by crews; if they need to be locked, ideally the lock will open with a standard fire brigade key (i.e.FB11). It is the responsibility of the managing agent or residents to ensure the Councils are informed or provided with any keys or codes to access locked bin stores.

Contaminated Bins

If a communal collection bin is contaminated with the wrong material it will not be emptied. It will be the responsibility of the residents or managing agents to arrange for the offending materials to be removed before the bin will be emptied on the next scheduled collection day.

Only items detailed in Policy 16 will be collected.

Chute collections

A limited number of flat blocks have chute collections which are collected twice per week. All waste must be put down the chute for collection and contained within the chute bags. Excess waste or recycling which is outside or around the bins will not be collected.

Policy 3 – Chargeable Garden Waste Collections – Chiltern District

Chiltern District Council does not provide a free garden waste service. All garden waste collections are chargeable as part of an optional subscription based service. A second garden waste bin or additional garden waste bag may be requested and paid for but these will be subject to operational capacity.

An annual subscription is available and will cover 25 collections a year. Garden waste collections will be suspended for two weeks during the Christmas/New Year holiday period as advised by the Councils. Annual subscriptions will be based on a rolling 12 months from the time of subscription. Once payment has been received from a new customer we will aim to deliver the bin / bags within

Joint Waste Services

28 days. A confirmation letter and subscription sticker will be sent to customers within 28 days of payment. During periods of high demand, we waive the right to deliver within this timescale.

Garden waste collections will be made on a fortnightly basis and a valid subscription sticker must be displayed on the top of the bin or on the reusable bags to ensure collection. Bins or bags without a valid subscription sticker may not be emptied, and collection crews will not return until the next scheduled collection day. This collection will count as part of the annual subscription. If the garden waste containers are not presented for collection, then the crew will not return until the next scheduled collection day. This collection will also count as part of the annual subscription. We will aim to provide 25 collections throughout the year unless circumstances beyond our control prevent collection i.e. inclement weather.

If the subscription is not renewed after a year collections will cease and the containers may be removed from your property without prior warning.

The cost of the service is reviewed annually and the latest prices can be found at:

- www.chiltern.gov.uk/TBC
- www.wycombe.gov.uk/TBC

Terms and conditions can be found at:

- www.chiltern.gov.uk/TBC
- www.wycombe.gov.uk/TBC

Communal collections

Communal collection properties in Chiltern District will be offered a chargeable garden waste collection service on an individual basis. Where possible, individual addresses will be provided with the standard service and charges.

Policy 4 – Non Chargeable and Chargeable Garden Waste Collections – Wycombe District

Non chargeable garden waste collections

Wycombe District Council provides a free at point of collection garden waste service, for the first bin or first two reusable bags. Garden waste collections will be made on a fortnightly basis but will be suspended for two weeks during the Christmas/New Year holiday period as advised by the Council. We will aim to provide 25 collections throughout the year unless circumstances beyond our control prevent collection i.e. inclement weather.

If the garden waste containers are not presented for collection, then the crew will not return until the next scheduled collection day.

Chargeable garden waste collections

A **second** garden waste collection is available at a charge and will cover 25 collections a year. Extra containers will be provided for collection on the same day as non chargeable garden waste collection. Garden waste collections will be suspended for two weeks during the Christmas/New Year holiday period as advised by the Council.

Garden waste collections will be made on a fortnightly basis. If the garden waste containers are not presented for collection, then the crew will not return until the next scheduled collection day.

Annual subscriptions for the second bin or additional bags will be based on a rolling 12 months from the time of subscription. Once payment has been received for the additional containers, we will aim

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to deliver the bin / bags within 28 days. A confirmation letter and subscription sticker will be sent to customers within 28 days of payment. During periods of high demand, we waive the right to deliver within this timescale.

Garden waste collections will be made on a fortnightly basis and a valid subscription sticker must be displayed on the top of the second bin or on the additional reusable bags to ensure collection. Bins or bags without a valid subscription sticker may not be emptied, and collection crews will not return until the next scheduled collection day. This collection will count as part of the annual subscription. If the garden waste containers are not presented for collection, then the crew will not return until the next scheduled collection day. This collection will also count as part of the annual subscription. We will aim to provide 25 collections throughout the year unless circumstances beyond our control prevent collection i.e. inclement weather.

If the subscription is not renewed after a year collections of the additional containers will cease and the containers may be removed from your property without prior warning.

The cost of the service is reviewed annually and the latest prices can be found at:

- www.chiltern.gov.uk/TBC
- www.wycombe.gov.uk/TBC

Terms and conditions can be found at:

- www.chiltern.gov.uk/TBC
- www.wycombe.gov.uk/TBC

Policy 5 – Exemptions from the standard service

To qualify for an exemption from using wheeled bins you must meet one or more of the following criteria:

- All the adults living in a property have a physical disability or infirmity which prevents them from being able to place waste in a wheeled bin and are therefore not able to use the collect and return service
- There is no rear or side access to the property and the useable front area is too small to accommodate or store the necessary containers
- The property is accessed via steep inclines or steps, so making it impractical to use wheeled bins
- The bins would have to be wheeled through the house to the collection point
- Properties not having room to store the necessary containers
- The adopted highway is not suitable to be accessed by the standard collection vehicle
- There is not an accessible and safe place to present the containers for collection

Where properties have space for one wheeled bin, then a residual waste bin will be delivered and collected fortnightly. Recycling and garden waste bins are not permitted if a resident does not have a residual waste bin.

Street scene aesthetic concerns will not be classed as a reasonable exemption from the provision of wheeled bins. Where space is available at the front of the property wheeled bins must be used, or at the rear of the property if the road access for the collection vehicle is situated at the rear of the property, as agreed by the Councils.

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Policy 6 – Collection Frequency

The Councils will collect as per the table below:

Waste and Recycling Collection Frequency					
	Standard rise	low	Modified Low Rise	Single Use Container Collections	Communal
Residual waste	F/N		F/N	F/N	W
Mixed Recycling	F/N		F/N	F/N	F/N*
Paper and Card	F/N		F/N	F/N	F/N*
Food Waste	W		W	W	W*
Garden Waste	F/N		F/N	F/N	F/N
Textiles	F/N		F/N	F/N	F/N
Batteries	F/N		F/N	F/N	F/N
Health Care Waste	W**		W**	W**	W**
Sharps	Upon Request**		Upon Request**	Upon Request**	Upon Request**

Table 1 – Collection frequencies

(F/N – Fortnightly, W – Weekly)

*Where facilities exist

** Following successful application for collections

Policy 7 – Container Provision

The table below outline the containers which are available to households in Chiltern and Wycombe:

Table 2: Container Provision overview				
	Standard low rise	Modified solution Low Rise	Single Use solution Container Collections	Communal
Residual waste	1 x Black 180L or 140L bin	104 x Purple 70L disposable sacks a year	104 x Purple 70L disposable sacks a year	Various
Mixed Recycling	1 x Blue 240L or 140L	2 x 45L Blue reusable bag	52 x Blue 70L disposable sacks a year	Various*
Paper and Card	1 x Green 55L Box Or 1 x Colour lidded 240L bin	1 x Green 55L Box	52 x Green 70L disposable sacks a year	Various*
Food Waste	1 x Brown 23L Caddy	1 x Brown 23L Caddy	1 x Brown 23L Caddy*	Brown 240L bin*
Garden Waste***	1 x Green 240L or bin 140L	2 x Green 75L reusable bag	2 x Green 75L reusable bag*	Green 240L or 140L bin *
Textiles	70L disposable red sack - As required	70L disposable red sack - As required	70L disposable red sack - As required	70L disposable red sack - As required*

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Batteries	1L disposable clear bag - As required	1L disposable clear bag - As required	1L disposable clear bag - As required	1L disposable clear bag - As required*
Health Care Waste	Dependant on need	Dependant on need	Dependant on need	Dependant on need
Sharps	Dependant on need	Dependant on need	Dependant on need	Dependant on need

Table 2 - Container provisions

L = Litre

*Were facilities exist

** Following successful application for collections

*** Chargeable service restriction apply (See policy 4 and 5)

Policy 8 – Additional waste and recycling capacity

The containers set out in policy 1 and 2 are available as standard, however, residents can request additional capacity if they meet one of more of the following criteria:

- There are 6 or more permanent residents in the household and excessive domestic recyclable waste or general waste is produced
- Any household with 2 children in nappies
- A resident in the household has special circumstances creating an unusual amount of waste, produced on a regular basis i.e. someone with specialist dietary requirements
- A household where a large quantity of “offensive” hygiene waste is being produced

All households that request additional capacity will have to complete a declaration as to how they meet the criteria and this will include proof of residency of all those residing at a property. Checks are likely to be made on any application and may include;

- A waste audit to ensure the household is utilising the recycling bins as much as possible, when only additional residual capacity has been requested
- A check on the names listed permanently residing at the property
- Site visits to ensure the information is still relevant

Wherever possible, additional recycling and food waste capacity will be provided in preference to residual waste. Additional residual capacity is only approved on the agreement that the household is making full use of the recycling service. Random spot checks will take place to ensure this is being complied with. If additional capacity is authorised due to children in nappies then the maximum duration of the additional capacity period will be two years.

For households with the modified solution, the provision of additional capacity will be subject to the same qualifying criteria. Additional capacity may be provided in terms of additional food waste bins (up to 2 extra brown caddies), paper bins (up to 1 extra), reusable bags (up to 4 extra), and if necessary purple sacks (up to 104 extra a year), .

After two years the household will asked to re-apply for additional capacity. If this is not done then waste capacity will revert back to the containers set out in policies 1 to 4.

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Policy 9 - Provision of smaller bins

Smaller 140 litre wheeled bins may be available for residents to use upon request. These may be considered for use where storage space is limited, access or space to a collection point is problematic or at the request of a resident. These bins will be collected on the same frequency as the standard service and requests will be considered on an individual basis.

Requests for exchanges to smaller bins will be subject to charges.

Policy 10 - Collection day and time

Containers must be available at the collection point (as per policy 11) by 7:00am (0700h) on the day of collection. Collections times can vary from week to week and any container which is not out for collection at 7:00am (0700h) will not be emptied. If the containers are not presented for collection, then the crew will not return until the next scheduled collection day.

On traffic sensitive priority routes, collections may start at 6:00am (0600h). This is to allow collections to take place with minimal disruption to traffic flow. If you live on one of these routes and we require you to place your containers out before 6am, we will inform you in writing.

Containers must not be placed out for collection before 7:00 pm (1900h) the day before collection. The Councils have the right to remove any bins left on the highway outside of the hours specified in policy 10. Residents will be charged for new containers should this be the case.

Details of collection days can be found at:

- www.chiltern.gov.uk/article/4552/Collection-dates for Chiltern and Wycombe residents
- www.wycombe.gov.uk/council-services/environment/waste-and-recycling.aspx for Wycombe residents

Policy 11 - Collection point for containers

All waste and recycling containers should be presented at the edge of a resident's property, at the point where the premises meet the adopted highway for collection. If properties are located down a private driveway/access road then the containers must be presented where the private driveway/access road meets the adopted highway. This applies even when a household does not own the land between property and the adopted highway.

Where a household is on a private or unadopted road, the Councils' collection vehicles will usually only collect from the road where;

- The road is of a construction that would meet the standard for adoption by the Highways authority
- The Councils believe the road is of a suitable design to enable a waste collection vehicle with 4 axles to manoeuvre easily and turn where needed
- Damage has not been caused to the private road previously
- The nature of the road is not such that it would take an unreasonable length of time to carry out collections relative to other collections from adopted highways within the districts

The Councils may change any collection point, either temporarily or permanently, following a review process. This review process may be instigated due (but not limited to) the Councils' belief that the

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access to or location of the presentation site would be unsafe for collections, or does not meet the current council Policy.

The Councils will give at least 10 working days' notice, in writing, of any changes to the location of a collection point, highlighting the alternative site to the householders affected. Each case will be looked at on an individual basis to agree a suitable collection point as near to the boundary as is safe and practicable.

Examples of acceptable and not acceptable locations can be found at:

- www.chiltern.gov.uk/TBC
- www.wycombe.gov.uk/TBC

Policy 12 - Return of containers

Containers will be returned to the collection point as described in policy 11 where possible or another safe place within a reasonable distance to the collection point. Containers should be removed by the householder as soon as reasonably possible after collection has been made.

Bins will be returned to their storage areas for communal collections.

Policy 13 - Ownership of collection containers

All collection containers provided remain the property of the Councils. As such, all collection containers should be left at the property when residents sell or move out of the property.

Collection containers must only be used for the storage and collection of waste and recycling.

- Each householder is responsible for keeping the containers safe and in good order and to protect them from misuse. The Councils will charge for the replacement of any wheeled bin that has been misused.

The cost of the service is reviewed annually and the latest charges can be found at:

- www.chiltern.gov.uk/TBC
- www.wycombe.gov.uk/TBC

If residents or developers choose not to purchase containers from the Councils, they must ensure that the containers they purchase conform with the Councils' specification which can be found at:

- www.chiltern.gov.uk/TBC
- www.wycombe.gov.uk/TBC

If residents or developers purchase their own containers, any damage or wear and tear is at their own risk and the Councils will not take responsibility for these costs.

Policy 14 – Extra or Side Waste

All residual waste must be contained within the Councils' supplied containers. No excess or side waste will be collected during normal collections. Bin lids must be shut and purple sacks must be securely tied. No more than four purple sacks will be collected from a property with the 'modified' solution each fortnight.

Policy 14a – Extra or side recycling

A reasonable amount of recycling side waste, equivalent to two paper boxes worth, will be collected by crews as long as it is contained and placed at the side of the relevant container. Cardboard boxes must be flattened and no larger than a metre squared.

Examples of suitable recycling side waste can be found at:

- www.chiltern.gov.uk/TBC
- www.wycombe.gov.uk/TBC

The Councils or its contractor will not be responsible or liable for any containers used to store side waste recycling that are not returned.

Policy 14b – Jammed Waste

Any waste jammed in a wheeled bin that does not fall out following the normal mechanical emptying process on the waste collection vehicle will not be taken. In these cases, residents will have to loosen the materials themselves ready for the next scheduled collection. Bin lids will be left open to show a collection attempt has been made.

Policy 15 – Wheeled bin lids

Wheeled bins are designed to be emptied with the lids closed, therefore lids on wheeled bins must be closed when the waste is collected. This is to ensure that all health and safety concerns are complied with:

- Mechanical operation of the bin lift
- Waste falling out during the tipping process
- Litter generation
- In the interest of waste minimisation we have provide enough capacity with each bin if proper recycling takes place.

The Councils reserve the right not to empty any wheeled bin which has been overfilled with its bin lid open. If bins are over filled, then the crew will not return until the next scheduled collection day.

Policy 16 - Materials Allowed in each Container Type

An up to date list of materials that can placed in each container can be found at:

- www.chiltern.gov.uk/CHttpHandler.ashx?id=3089&p=0
- www.wycombe.gov.uk/TBC

If wrong materials are put in containers they will not be collected. See policy 17.

Policy 17 - Rejected / contaminated containers

Where containers are found to contain unsuitable items they will be classed as contaminated. Residents will be notified by means of a sticker or hanger placed on the relevant container requiring them to remove the offending material and dispose of it in a responsible manner. Alternatively the crews will inform the Councils of the contamination.

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Once the offending material has been removed from the container it will be emptied on the next scheduled collection date. We will not empty the container before the next scheduled collection date, without a charge.

If a resident requests to have their contaminated container emptied, there is a charge for this service and it is dependent on availability of resources. The container must be left out for collection and will be emptied within 5 working days, upon receipt of payment.

If a resident has recently moved into a property, it is their responsibility to ensure the containers are free from contamination before any collections are made.

The cost of the service is reviewed annually and the latest prices can be found at:

- www.chiltern.gov.uk/TBC
- www.wycombe.gov.uk/TBC

Policy 18 - Missed collections

There are occasions when a bin may not get collected, due to crew error. For a miss to be returned to, it needs to be reported to the Councils. A missed collection must be reported with 3 working days of the due collection (the collection day counts as the first day), online reporting will be accepted until 11.00pm (2300) on the third day (see examples 1 and 2 below). Missed collections can be easily logged online at:

- www.chiltern.gov.uk/CHttpHandler.ashx?id=3089&p=0
- www.wycombe.gov.uk/TBC

We will return to collect genuine reported misses within 1 working day. Any missed collections reported after this time will not be collected until the next scheduled collection day.

A missed collection will **not** be classed as genuine if:

- The container(s) were **not** out for collection before the crews arrive – All containers should be available for collection by 7:00 am (0700) on the day of collection. Unless otherwise stated (see policy 10)
- The container(s) were **not** at the correct collection point (see policy 11)
- In the case of collect and return properties, access was not granted e.g. locked gates (see policy 19)
- In the case of communal collections there was no access to get to the containers e.g. locked gates (see policy 2)
- The container(s) held materials which were classed as contamination (see policy 17)
- The container(s) were classed as overweight by the collection crew (see policy 21)

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Example 1: Tuesday collection day

Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
Missed collection can be reported after mid-day	Missed collections can be reported all day	Missed collections can be until 11.00pm (2300)	Missed collections <u>cannot</u> be logged	Missed collections <u>cannot</u> be logged	Missed collections <u>cannot</u> be logged	Missed collections <u>cannot</u> be logged

Example 2: Friday collection day

Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
Missed collection can be reported after mid-day	Non working day – misses can be logged on the website	Non working day – misses can be logged on the website	Missed collections can be reported all day	Missed collections can be until 11.00pm (2300)	Missed collections <u>cannot</u> be logged	Missed collections <u>cannot</u> be logged

Policy 19 - Collect and return service

Our collect and return service is available to residents with a disability or mobility problem where no one else in the household is able to take the containers to the normal collection point (see Policy 11). The collection crews will collect the container from an agreed storage point, empty the container and return them back to the agreed storage point.

The containers must be easily accessible for the crews, visible from the collection road, gates left unlocked where necessary and the crew should be easily able to manoeuvre the bins from the property. The decision of where to place the containers will be based on ease of collection and usage of the containers and not based on street scene aesthetics. Please ensure there are no overhanging branches or shrubs as crews may be collecting in the dark. Wherever possible the bins will be stored at the front of the property to enable easy collection, or at the rear if the collection road is situated at the rear of the property.

Checks may be carried out by the Councils every two years on the resident's suitability for the collection and evidence requested from the householder. Any change in circumstance must be notified to the Councils as soon as possible.

Policy 20 - Frozen Containers

During times of inclement cold weather waste can become frozen in containers. This can be a particular problem with garden waste in bins. When waste has become frozen in the bin, if the waste does not empty when lifted by the vehicle mechanism the bin will be left with the contents still in it. The lid of the bin will be left open to indicate the crew have tried to empty the bin and it will be reported by the collection crews to the Councils. The resident should ensure that the waste

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is loosened within the bin when presenting it for collection on their next scheduled collection day. We will not return to empty frozen bins before the next scheduled collection. This includes additional garden waste bins for which an annual fee has been paid.

Policy 21 - Overweight containers

Wheeled bins

Where a crew member cannot safely manoeuvre and position a container onto the vehicle, or where the vehicle cannot lift the bin due to the weight of the container, then it will be left un-emptied. The lid of the bin will be left open to indicate the crew have tried to empty the bin and will be reported by the collection crews to the Councils' customer service team

By law, all the vehicle bin lifts have a safe working weight limit which crews cannot override. As a guideline, the bin should be easily moved with one hand.

Boxes, bags and sacks

When collecting boxes, bags and sacks the collection crews will assess the weight of the containers. If it is too heavy to carry safely to the vehicle, a sack is likely to split, or the collection crew cannot safely lift it into the vehicle it will not be collected.

Where any container is found to be too heavy, the householder will be required to remove sufficient material from it and dispose of it in a responsible manner.

Once sufficient weight has been removed, the bin or sack should be presented on the next scheduled collection date. We will not return to empty the container before the next scheduled collection date.

All crews and contractor staff are trained in manual handling and health and safety. If they feel a bin is unsafe to lift, their decision is final.

Policy 22 - Stickers on containers and painted containers

The Councils encourage residents to mark up their containers with their property name or number for identification purposes.

The Councils reserve the right to insist that only stickers provided by the Councils will be allowed on containers, or stickers and other markings which residents use to identify their bin e.g. house number. Other advertising/promotional stickers put on the bins without the permission of the councils, may be removed.

Bins that have been painted or disguised the colour of the bin will be removed and a charge made for a new bin to be delivered.

Policy 23 - Provision of new/replacement of containers

In 2013, all properties were provided with the appropriate containers by the Councils, for the current waste and recycling service. Any replacement of a Council provided container may be subject to a charge depending on the circumstance of the loss. The Councils recommend that residents clearly mark the containers at their property with their house number and/or name. Outlined below are details of the different situations which may occur:

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- **Lost and Stolen Containers**
 - If a container has been lost or stolen, residents must check with neighbours and the surrounding area where the container went missing. If containers cannot be found then a request can be made to replacement container. This service may be subject to a charge.
- **Damaged Containers**
 - If a container has been damaged through day to day usage then a request can be made for a replacement container. The damaged container, however, must be left out to be swapped with an undamaged container. If the damaged container is not left out then a new container will not be left. This service may be subject to a charge. If there is no container to remove then a different charge may be levied.
 - Dirty containers will not be deemed damaged and will not be replaced. It is the responsibility of residents to clean the containers they are provided with.
- **New residents (existing properties)**
 - If a resident has recently moved into a property, it is the responsibility of the new resident to ensure the containers have been left by the previous occupiers. If containers cannot be found then a request can be made for a replacement container. This service may be subject to a charge.
- **New developments**
 - For any new development it is the responsibility of the developer or the new occupier in the second instance to request and pay for waste containers.
 - Containers will only be delivered once payment has been received in full
 - Delivery may take up to 4 to 8 weeks from payment dependant of the number and size of bins required
 - Where the Councils believe there is sufficient room for recycling, all containers must be purchased not just those for residual waste
- **Containers lost in Vehicles**
 - Occasionally bins may fall into the back of a vehicle during the emptying process. This will be reported to the Councils by the crews and a replacement issued automatically.

Policy 24 - Inclement weather/ Force Majeure

During severe weather we will;

- Continue to undertake the regular scheduled collection of waste wherever it is deemed safe to do so. The decision on whether it is safe for a collection vehicles and collection crews to access a specific location/street has to be determined locally by the driver of that vehicle. Among key factors that apply are:
 - road conditions
 - pavement conditions
 - weather conditions
 - access past parked cars
 - risks to public and/or the crew
- We will, where possible, try to return and collect missed containers. If this is not possible due to continuing bad weather conditions, we will make alternative arrangements such as providing sacks or asking residents to use their own bags so waste can be stored until the

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next collection day; where upon all side waste will be cleared with the exception of garden waste.

- If significant disruption occurs, the Councils' websites will be updated with information on access and which services are being prioritised. First priority will normally be given to the residual waste and food waste services.

All our drivers are trained in making on site risk assessments; they will always have the final say as to whether it is possible to access a road safely.

Vehicles can weigh up to 36 tonnes, and the safety of our crews and the public will always be our first priority.

Policy 25 - Access Issues

Occasionally access cannot be gained to certain areas and streets. This may be due to

- Road works
- Poorly parked cars
- Delivery vehicles
- Building works
- Overhanging branches
- Road closures

The collection crew will try a number of times to access a road, if they still cannot gain access, this will be reported to the. The Councils will highlight these areas on their websites.

Where we have on three occasions attempted to gain access to area but were unable to do so we may make alternative arrangements to collect the waste. These may include (but not be limited to):

- Asking residents to use their own bags, and put out side waste on the next collection
- Arrange the delivery of sacks to properties to enable households to have sufficient capacity to last until their next scheduled collection day.
- Requesting residents to bring waste to a different collection point

Policy 26 - Offensive / hygiene waste

The Councils do not offer a separate collection for low grade offensive / hygiene waste, i.e. non-infectious waste such as incontinence pads, nappies, feminine hygiene products or similar, unless excessive quantities are produced.

This waste should be double wrapped and placed in the residual waste container. Where a large quantity is being produced then the household may be eligible for an additional residual capacity under Policy 8.

Policy 27 – Infectious Healthcare and sharps and needles

The Councils offer a collection of healthcare waste and sharps and needles from householders upon applications endorsed by a health care professional. This application must be made through the Councils' prescribed application form.

An agreed collection point, day of collection, frequency of collection, size and type of container and any other specific instructions regarding this service will be decided by the Councils. In cases where

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a regular weekly service is not needed, a request based service will be set up. Requests for service must be made a week in advance. All requests for sharps collections will be a request based service.

The Councils may request residents to obtain sharps boxes from their health care professional.

Policy 28 – Bulky Special household waste collections

The Councils offer all residents a chargeable bulky waste collection service, for the removal of a maximum of 3 large items of household waste, per charge. All items must be presented outside for collection by 07.00am (07:00) on the specified day of collection.

All items of waste must be left together as close as possible to the edge of the boundary of the property, as close to the highway or access road as possible, easily accessible for the crews and presented in a safe fashion which does not cause any obstruction or danger to the public.

Items will not be collected from inside houses or outbuildings, or from up steps. The collection point for properties with difficult access e.g. flats, shall be agreed with the Councils before collection. If a site visit is needed to establish a collection point, this will be subject to additional fee. All larger items will be assessed and priced individually.

Once a booking has been made for this service, additional items cannot be added. If a booking is cancelled after 1.00pm (13:00) on the preceding Friday before the scheduled collection, no refund will be given. If a booking is cancelled before 1.00pm (13:00) on the preceding Friday before the scheduled collection, a refund will be made subject to an administration fee. Full terms and condition for this service will be published on the Councils' websites and can be found at:

- www.chiltern.gov.uk/TBC
- www.wycombe.gov.uk/TBC

This service is for household waste only and no DIY, commercial or industrial waste will be collected.

A list of items that can and cannot be collect can be found at:

- www.chiltern.gov.uk/article/635/Bulky-collections-for-large-items
- www.wycombe.gov.uk/TBC

Policy 29 – Chargeable Collections - Schedule 2

Following written confirmation of their status, places of religious worship, cemeteries, registered charities and community halls (where no business activity takes place for profit) shall be entitled to the standard waste collection service offered to householders. The Councils reserve the right to charge for the collection of this waste.

Additional collections of household waste for which a charge can be made, will be assessed individually for capacity and scheduling needs. This will include collections from schools.

Full terms and condition for this service will be published on the Councils' websites and can be found at:

- www.chiltern.gov.uk/TBC
- www.wycombe.gov.uk/TBC

Representations Against Policy

Any representation against policy can be made by following the formal complaint procedure, for Chiltern District Council or Wycombe District Council. Details of these processes can be found at:

- www.chiltern.gov.uk/TBC
- www.wycombe.gov.uk/TBC

Representation against policy will also be annually reviewed to ensure these policy are fair and continue to comply with relevant guidance.

DRAFT

CHILTERN & WYCOMBE JOINT WASTE COLLECTION COMMITTEE (JWCC)

27 August 2015

Review of criteria, and levels of fees and charges for waste and recycling containers for the Chiltern and Wycombe Joint Waste Service.

Contact Officer: Sally Gordon (sgordon@chiltern.gov.uk – 01494 586868)

RECOMMENDATION:

To review the current policy/criteria on container charges and to seek approval for a revision of the charging criteria applied.

Background

1. Prior to the introduction of the Joint Waste Service (JWS) Chiltern and Wycombe District Councils harmonised their waste collection policies in order to provide a consistent approach. A joint waste policy harmonisation report was approved by JWCC in December 2012, following a joint overview and security session. It was in turn approved by the Cabinets of Chiltern and Wycombe.
2. One of the policy areas reviewed related to the criteria and levels of fees and charges by which residents would be charged for the provision and delivery of new waste and recycling containers.
3. A review has now taken place of this particular policy area, including the expenditure against budget, and a review of best practice in other authorities.
4. It is not proposed that container charges are increased but that the criteria by which residents are charged for containers is tightened due to a continued increase in the number of containers and exchanges being requested. These additional costs are borne by the Councils and have not been budgeted for. Therefore, it is a timely opportunity to review the scenarios whereby residents may be charged for replacement containers and/or the delivery of them.

Current charging criteria and impact

5. Full details of the current charging criteria with proposed changes are set out in Appendix 1. In summary, the current position is:

Full Charge : For container provision and delivery	<ul style="list-style-type: none"> • When containers are lost/stolen and it is not the fault of the council. • When new residents move into new developments
Delivery charges only:	<ul style="list-style-type: none"> • When residents wish to exchange for smaller or larger containers
Free of charge: Containers are provided free of charge (with no delivery charge)	<ul style="list-style-type: none"> • When containers are damaged by the crews or fall into the back of the collection vehicles • When new residents move into existing properties and no containers are present

6. The number of container requests being received by the Joint Waste Team has increased dramatically since the introduction of the new waste and recycling schemes in 2013, and this has placed a pressure on the budget. Appendix 2 sets out the budget position to bin requests.

7. In 2015/16 the current predicted expenditure on containers and their delivery is £202,000 based on current data. Continuing with the current regime assuming no other changes, could result in a budget deficit of £32,041 across Chiltern and Wycombe in 2015/16. Full details are provided in Appendix 2.

Other local authorities

8. Increasingly, more local authorities are altering their charging criteria for waste and recycling containers and are only providing them free when they are damaged by the collection crews or fall into the back of the collection vehicle. Adopting such an approach provides an opportunity to mitigate these increasing financial pressures. In line with best practice, there are a number of scenarios where charges could be introduced to reduce the pressure on the budget and to encourage residents to take greater responsibility for their containers, reducing demand for replacement containers.

Proposed changes

9. Full details are provided in Appendix 1, but in summary, the proposals are:

Full Charge : For container provision and delivery	<ul style="list-style-type: none"> • If containers are damaged with no evidence provided that the crews were responsible • If resident moves into an existing property and containers are not present • If new developments are built and containers are required • Lost or stolen containers • Damaged containers and not the fault of the Council i.e. burnt out, driven over
Delivery charges only:	<ul style="list-style-type: none"> • To provide a different size bin i.e. 140L smaller bin
Free of charge: Containers are provided free of charge (with no delivery charge)	<ul style="list-style-type: none"> • If containers are damaged by crews, a replacement is still free of charge, but residents must present damaged containers for collection when replacements are delivered.

10. It is believed that these changes would either reduce demand for containers or increase income to cover the costs. It will also encourage resident to properly look for their “missing” containers, as well as increase the likelihood of people looking after their containers.
11. Comprehensive FAQs will be published on the Council websites, advising residents how to take greater care of their containers and explaining the responsible approach being advocated.

CHILTERN & WYCOMBE JOINT WASTE COLLECTION COMMITTEE (JWCC)
CONTAINER CHARGES– Appendix 1
27 August 2015

Review of criteria, and levels of fees and charges for waste and recycling containers for the Chiltern and Wycombe Joint Waste Service.

Scenario		Detail	Current charge for container provision & delivery	Proposed change/improvement
1	Lost or stolen containers	A charge applies for replacement and delivery if containers are lost or stolen and this is not the fault of the council.	Wheeled bin – 140 litre - £31 Wheeled bin – 180 litre - £35 Wheeled bin – 240 litre - £35 Wheeled bin – 360 litre - £47 Bulk bin – 1100 & 660 L - £210 Recycling box/ bag/ caddy/brown bin - £5	No change
2	Damaged/lost containers	Containers damaged due to fault of crews or fall in the back of the collection vehicle	Damaged containers replaced free of charge	Waste team to ensure that crews put note through residents' doors (where possible) when containers are damaged or fall into the back of the vehicle and that it is reported on the incident list. Serco to hold tool box talks with collection crews to ensure reporting does take place. Resident must present damaged container for collection when the replacement is delivered
3	Damaged	Containers damaged	Damaged containers replaced free	If a container is damaged with no evidence

	containers	through no fault of crews	of charge	that it was damaged by crews, residents to be charged costs as set out in item 1.
4.	New residents in new developments	Developers (or residents) to pay for new containers	Wheeled bin – 140 litre - £31 Wheeled bin – 180 litre - £35 Wheeled bin – 240 litre - £35 Wheeled bin – 360 litre - £47 Bulk bin – 1100 & 660 L - £210 Recycling box/ bag/ caddy/brown bin - £5	No change
5.	New residents but not in new developments	Residents who have moved into existing properties where there should already be a suite of containers provided	All containers provided free of charge upon receipt of proof of recent new residency i.e. council tax information	Residents to be charged relevant costs as set out in item 1 and 4 for any missing containers that need to be provided
6.	Exchange larger or smaller bins	Request from householder to exchange bins for a different size, eg resident requesting a smaller bin or a 360 litre bin application	Only delivery cost is charged: Wheeled bin 140/140/360 Litre - £7 Bulk bins -1100 & 660 litre - £15 Box/bag/caddy - £3	Where refuse capacity is being increased, include a cost for the additional capacity as well as the delivery cost: Increase refuse capacity: From 140 litres to 240 litres - £10 From 240 litres to 360 litres - £20 Where recycling capacity is being increased, or a smaller bin is requested, only charge the delivery cost as set out in the currently policy, item 6
7.	Walk up and take away purchases	Charges for containers purchased and taken away	Boxes (including lids) - £4 Box lids only - £1.50	No change

		from a Council outlet, eg CDC reception These containers are discounted when residents take them away but this option is not available for wheeled bins	Reusable bags - £4 Food waste caddy - £3 Brown food waste bin - £4 Corn starch liners (roll of 25) - £2	
8	Emptying of contaminated bins	When individual householders contaminate their bins but wish to pay to have them emptied by the refuse vehicles	Contamination emptying charge - £30	No change
9.	Second garden waste bin (CDC and WDC)	Charge for 12 months (26 collections) of green waste collections from a second green bin – rolling 12 month charging structure, subject to operational capacity	£70 for 12 months	No change

The fees and charges will be reviewed annually as part of the budget setting process

