

## Joint Waste Services – Programme Highlight Report

<b>Meeting</b>	Senior Waste Officer Board	<b>Location</b>	CDC – Cabinet Room
<b>Date/Time</b>	22 <sup>nd</sup> October 2015	<b>Period Covered</b>	3 <sup>rd</sup> August – 12 <sup>th</sup> October

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

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

Task, Milestone, Outcomes		Comment	Planned	Actual
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	10/08/2015	12/10/2015
Phase 3 finished	MILESTONE	Those with infrastructure issues to be put to a day to day operations review	31/08/2015	In progress
Christmas Arrangements agreed with BCC	MILESTONE	Agreement sought with BCC for disposal facilities to be opened on Monday 28 <sup>th</sup> December for optimal Christmas catch-up made.	15/08/2015	August 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	19/10/15
KOTs in Contract Changed	OUTCOME	This will enable monthly discussion with Serco to start about default payments	01/12/2014	August 2015
Clinical Review	OUTCOME	Contact clinical waste & collect/return customers to check status of collection need and confirm emergency contact details	01/07/2015	In progress
Publicise new refreshed policies on web	OUTCOME	Have easily accessible policy's with pictures on websites	01/09/2015	In progress
End of contamination project	MILESTONE	Have finished contamination project and reviewed the results and value for money	01/10/2015	15/10/15
Finalised communications and calendars for 2015/16	OUTCOME	Have printed and be ready to send new annual leaflet	01/10/2015	23/10/15

### 2. Task, Milestone, Outcomes Delivered in Next period (November to December)

Task, Milestone, Outcomes		Comment	Planned
Move to waste transfer station – change of tipping arrangement	OUTCOME	Change of tipping arrangement for residual waste – waste transfer station at High Heavens, BCC to confirm date	By end November 2015
Agree extra costs to change of tipping point	TASK	Serco to provide more detail to support claim for additional costs related to change of tipping point	20/11/15
Tipping arrangements for adhoc waste/bulky waste	OUTCOME	BCC to confirm shredder availability & commencement of new tipping arrangement for adhoc/bulky waste	By end of November 2015
Phase 4 review of WDC bottle bank sites	MILESTONE	Review and removal of WDC bottle banks (phase 4) to continue	30/11/15
Collect & return review	OUTCOME	Review of collect & return application form and customer list, as agreed with Customer Services	30/11/15
Phase 3 finished	MILESTONE	Further roll out of recycling bulk bins to CDC flats	20./11/15
Refreshed policies on websites	TASK	Refreshed policies to go on web with photos to illustrate	20/11/15

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### 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	£2,803,770	On budget	£5,417,030	On budget	Budget for 2015/16 is predicted to be on budget. Risk includes the rate of indexation which will be applied from November 2015 and the upcoming change of tipping point for residual waste.
Joint Client Expenditure	£1,727,882	On budget	£985,472	On budget	£740,410	On budget	
Joint Client Income	(£2,083,700)	On budget	(£974,002)	On budget	(£1,109,697)	On budget	
Balance	£7,862,982	On budget	£2,815,240	On budget	£5,047,743	On budget	

### 4. Key Targets

	2014/15	Target	July	Aug	Sept	Comment
Recycling Rate	54.8%	56% (Annual)	53.83%			Provisional figure- awaiting WDF validation
Missed Containers	20,325	20,800 (Annual) 1,733 (Monthly)	2006	2019	2263	6,288 – improved figures on Qtr 1 (7218)
Missed C&R (included in above figure)	3,379	1,820 (Annual) 152 (monthly)	375	336	433	1,144 – improved figures on Qtr 1 (1,297)
% Calls answered	87%	90%	94.7%	92.4%	85.3%	Quarterly average – 90.1% garden waste renewal calls taken
% Calls answered in 20 Seconds	46%	60%	68.7%	66.3%	43.2%	Quarterly average – 59.4% garden waste renewal calls taken

### 5. Variances – Element outside of Tolerance

<b>A</b>	Missed C& R above target – Serco's new Ops team is focusing on improving performance
<b>B</b>	

### 6. Accident Reports (From Serco)

	Q1	Q2	Q3	Q4	Comment
HSE reportable Incidents	0	0	TBC	TBC	Information verbally shared at contract Meeting, Written figures requested.
Reported Accidents	9	TBC	TBC	TBC	
Reported Near Misses	77	TBC	TBC	TBC	
Days lost due to Accidents	0	TBC	TBC	TBC	

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

Risk	Owner	Change
20. Failure of Paper Sort Facility	Serco	Held
19. Clay Lane - Lack of long term investment plan	Paul Shackley	Held
23. Contract Change Notice	Bob Smith/Chris Marchant	Held
18. Lack of long term workshop facility	Caroline Hughes and Chris Marchant	Held

### 8. Addition Comments and Notes

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

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<b>Expected Status at next meeting</b>	<b>Green</b>	<b>Quality</b>	<b>Green</b>	Service elements showing an improving trend
		<b>Time</b>	<b>Amber</b>	90% of programme on time
		<b>Finance</b>	<b>Green</b>	Scope of programme has not changed
		<b>Scope</b>	<b>Green</b>	Contract savings achieved, and Q1 budget on track