



Chiltern & Wycombe Joint Waste Collection Committee

Thursday, 11th February, 2016 at 10.30 am

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

A G E N D A

- 1 Evacuation Procedures
- 2 Minutes (*Pages 3 - 8*)
To agree the Minutes of the meeting held on 5 November 2015.
- 3 Apologies for Absence
- 4 Declarations of Interest
- 5 Waste Service Highlight Report (*Pages 9 - 10*)
Appendix 1: Key Targets Graphs (Pages 11 - 12)
Appendix 1: Calls (Pages 13 - 14)
Appendix 2: Risks (Pages 15 - 16)
- 6 Latest Tracker Survey Results (*Pages 17 - 24*)
Appendix: Overall Satisfaction (Pages 25 - 26)
- 7 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.
- 8 Costs Relating to Change of Disposal Point (*Pages 27 - 30*)
Paragraph 3 – Information relating to the financial or business affairs of any particular person (including the authority holding that information)

9 Serco Corporate Restructure (*Verbal Report*)

Paragraph 3 – Information relating to the financial or business affairs of any particular person (including the authority holding that information)

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, 7 April 2016 (Committee Room 2, Wycombe District Council, Council Offices, Queen Victoria Road, High Wycombe, Bucks HP 11 1BB)

If you would like this document in large print or an alternative format please contact 01494 732145; email democraticservices@chiltern.gov.uk

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 5 NOVEMBER 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)
C M Jones (Chiltern District Council)

Officers: K Eastman (CDC & WDC Senior Waste Officer), S Gordon
(CDC & WDC), C Hughes (WDC), C Marchant (CDC & SBDC),
S Markham (CDC & SBDC) and P Shackley (WDC)

14 MINUTES

The Minutes of the Meeting held on 27 August 2015 were agreed as a correct record and signed by the Chairman.

15 DECLARATIONS OF INTEREST

There were no declarations of interest.

16 WASTE SERVICE HIGHLIGHT REPORT

The Joint Committee considered the Waste Service Highlight Report, as presented by the Senior Waste Officer and in particular noted the key elements of the report which were in relation to Bucks County Council changes to the Christmas Plan; the KOT's were to be signed by SERCO and this was to be agreed at a meeting on 9 November 2015; the Waste Transfer Centre would be opened shortly and there was close working with Bucks County Council to achieve this and were agreeing changes with SERCO. It was reported that Bucks County Council were purchasing a new shredder.

It was noted that discussions on budgets was to be discussed later in the agenda. There was a focus on achieving targets with a focus on good quality recycling and avoiding contamination.

There were pleasing results in respect of cleansing and the call response times which was at 90% of calls answered and this included the period of increased calls due the roll out of garden waste programme.

Risk Register

The Committee received an overview of the current status of the risk register, which also included South Bucks figures.

RESOLVED –

That the report be noted.

17 HALF YEAR WASTE COMMUNICATIONS UPDATE

The Committee received a presentation from the Waste & Recycling Officer on the Half Year Waste Communications Update, of which the key areas were:-

- Recycling Guide and Collection Calendar
- Contamination Project
- On-going work streams

It was reported that the calendar was improved and provided clearer information this year and also there was a website postcode search available. The key concerns in respect of the calendar was the cost of production which was in the region of £43K out of a total Communications Budget of £69K. Therefore alternative options were being considered for the future production of the information that would reduce costs; such as

- Email calendar to residents
- Smaller print run
- Collection information already available on the Councils' websites
- Look at further web options
- Contender App

The Committee were advised that during August – October 2015, Envirocom had been commissioned to target problem areas of contaminated waste, particularly in High Wycombe. The project had involved 9741 properties. Bin tags had been put onto contaminated bins and the properties recorded. The highest contaminators were plastic bags at 26.23% and paper & card at 18.32%. Further work to reduce contamination was being undertaken in respect of increased information to residents, via bin tags, to continue to educate people on correct disposal of waste. The concern in relation to contamination was that increased contamination resulted in increase in costs to the delivery of service.

It was reported that there may be an opportunity to bid for DCLG funding of over £800k through Waste Partnership for Bucks for food waste participation, and look to access some funds for contamination work.

It was suggested that it may be helpful to provide an awareness session for all Councillors on Recycling and avoiding contamination to increase the opportunity for information to be shared and actioned across the District.

RESOLVED –**That the report be noted.****18 QUARTER 2 BUDGET UPDATE**

The Committee considered a report which outlined the 2015/16 budget for the Joint Waste Service, and the budget position for Quarter 2. It highlighted three main areas a) Contracted Costs b) Joint Client Expenditure c) Joint Client Income.

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

The waste contract budget for 2015/16 was predicted to outrun on budget. There was a risk in relation to contract expenditure included the rate of indexation which was to be applied from November 2015 and the upcoming change of tipping point for residual waste. Budget had been included for both of these areas to mitigate for the risk. Currently “increase in households” budget area, reflected the potential cost from an increase in property numbers and the change in tipping point. Although a standard budget split was applied to this area, indications were that the potential costs may be more significant in the CDC area.

The waste client budget for 2015/16 was currently estimated to outturn on budget at the end of the year. The main areas of risk related to income, and this would be monitoring closely in Q3, especially in regard to IAA and Recycling credits.

RESOLVED –**That the report be noted.****19 2016-17 BUDGET PROPOSAL**

Consideration was given to the report which outlined the proposed 2016/17 budget for the Joint Waste Service, and the split between Chiltern and Wycombe. It highlighted three main areas a) Contracted Costs b) Joint Client Expenditure c) Joint Client Income. It also outlined the proposed fees and charges for 2016/17 which highlighted significant changes.

The waste service budget for 2016/17 had been adjusted to take into account, risks relating to recycling credit income, and an increase of 3% indexation on contract costs, increasing property numbers, and the imminent change in tipping point for residual waste.

The waste contract budget for 2016/17 had an estimated 3% indexation applied. Indexation was calculated each November based on:

- 55% NJC
- 35% CPI
- 10% DERV (fuel indices)

Based on the current information it is estimated that all the cost associated with the change to tipping point related to the Chiltern Area, and therefore £150,000 had been allocated to the CDC budget to cover the change. The first initial cost from Serco had indicated that this figure may be up to £215,260, although further information was awaited.

Additional cost will also be incurred due to continued property growth across the two districts. Based on current trend it was estimated that this will be £50,000 in 2016/17. In addition green waste customers in Chiltern will cost an estimated £36,050, which is offset by income to the client budget.

The majority of the budget remained unchanged. The key areas of note were:

- 1% increase had been applied to salary related codes
- A reduction in recycling credit of 100,000 across the joint budget due to reductions in the weight of the recycling
- Holding the Communications budget at £69,200 – With the acceptance that a universal annual leaflet posted will be unachievable and other solutions (including some direct delivery) needed to be explored

The fees and charges had been reviewed to ensure that those proposed for 2016/17 cover the costs of the service, including charges from Serco, administration time and customer service time.

RESOLVED:

- i) That the Joint Waste Collection Committee noted the information in the report;**
- ii) That the 2016-17 Budget; and the 2016-17 fees and charges be endorsed.**

20 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.

21 WASTE TEAM FUTURE REVIEW

Paragraph 3 – Information relating to the financial or business affairs of any particular person (including the authority holding that information)

The Head of Environment presented the report which sought consideration to the Senior Officer (Waste) position and also to commence consideration of the waste team service review.

RESOLVED:

- i) That the content of the report be noted;**
- ii) That the commencement of work on a potential joint team covering Chiltern District Council, South Bucks District Council and Wycombe District Council be agreed; and**
- iii) That a joint Member Working Group be set up with Councillors from Chiltern District Council, South Bucks District Council and Wycombe District Council to progress work on this issue.**

The Chairman thanked Kitt Eastman for her hard work during her employment with Chiltern and Wycombe District Councils and wished her well in her new job. The Chairman also congratulated Sally Gordon on her appointment to the role of Senior Officer for Waste for Chiltern and Wycombe District Councils.

22 SCHEDULE OF MEETINGS

That the schedules of meetings were agreed, as follows:

- Thursday 17 December 2015 (WDC) – *subsequently cancelled*
- Thursday 11 February 2016 (CDC)
- Thursday 7 April 2016 (WDC)
- Thursday 2 June 2016 (CDC)

The meeting ended at 11.35 am

Joint Waste Services – Programme Highlight Report

Meeting	Senior Waste Officer Board	Location	CDC – Cabinet Room
Date/Time	11 th February 2016	Period Covered	November – December 2015

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
Phase 4 review of WDC recycling sites	MILESTONE	Review and removal of WDC recycling sites ongoing and in progress	Ongoing	Ongoing
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	24/11/15
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	Outstanding
KOTs in Contract Changed	OUTCOME	This will enable monthly discussion with Serco to start regarding default payments	01/12/2014	In discussion
Advisory letters sent -	TASK	Advisory letter sent to residents who had received bin tags between October and November	1/12/15	1/12/15
Christmas communications provided	TASK	Comms regarding Christmas/New Year catch up period & seasonal waste provided	December	December

2. Task, Milestone, Outcomes Delivered in Next period (January to February)

Task, Milestone, Outcomes		Comment	Planned
Phase 4 review of WDC recycling sites	MILESTONE	Next phase of review and removal of WDC recycling sites (stage 2) is in progress	Ongoing
Phase 4 review of CDC recycling sites - planning	MILESTONE	Review of CDC recycling sites to be planned in	End Feb
Phase 3 – complete CDC	MILESTONE	Completion of phase 3 - CDC	By end Qtr 4
Review Customer lists	OUTCOME	Review of collect & return application form and customer list, as agreed with Customer Services	22 Feb 2016
Shared service review	TASK	Shared service review – Joint waste team & SBDC waste team	Ongoing
Process to be introduced for rejected recycling bins –Quality Improvement Programme	MILESTONE	Process to be introduced for improving the quality of recyclables presented in recycling bins	Ongoing

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	£5,369,200	On budget	Budget for 2015/16 is likely to be on budget although there are always risks regarding recycling credit income, as this is based on tonnages of recyclables recovered. Joint Client expenditure currently showing a saving of £33,260 following recent staff changes
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	

Joint Waste Services – Programme Highlight Report

							within the waste team.
--	--	--	--	--	--	--	------------------------

4. Key Targets – Appendix 1 graphs

	2014/15	Target	Oct	Nov	Dec	Comment
Recycling Rate	54.8%	56% (Annual)	52.57%	54.92%	49.67%	Qtr 3 – 52.39% - seasonal fluctuations in tonnage, eg garden waste
Missed Containers	20,325	20,800 (Annual) 1,733 (Monthly)	3052	2810	2678	Qtr 3 total 8540 – Serco introduced new process
Missed C&R (included in above figure)	3,379	1,820 (Annual) 152 (monthly)	481	361	389	Qtr 3 Total 1231- Serco introduced new process
% Calls answered	87%	90%	84.8% 6,970 calls	84.64% 6,322 calls	90.82% 5,397 calls	Customer services currently short staffed & recent contamination drive increased call numbers during Oct/Nov. December figures have improved
% Calls answered in 20 Seconds	46%	60%	36%	32.7%	54.7%	Nov – 42.6% within 30 secs Dec – 63.3% within 30 secs

5. Variances – Element outside of Tolerance

A	Missed containers below target but December figures are an improvement – Serco have introduced new process to target repeated missed collections. Contract Manager post still vacant.
B	Missed C/R figures still below target but figures have improved on October

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	Chasing this information up.
Days lost due to Accidents	0	TBC	TBC	TBC	

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

Risk	Owner	Change
Failure of Paper Sort Facility	Serco	Held
Contract Discussions	Anita Cacchioli/Chris Marchant	Held
Contract Failure	Paul Shackley/Anita Cacchioli	Held

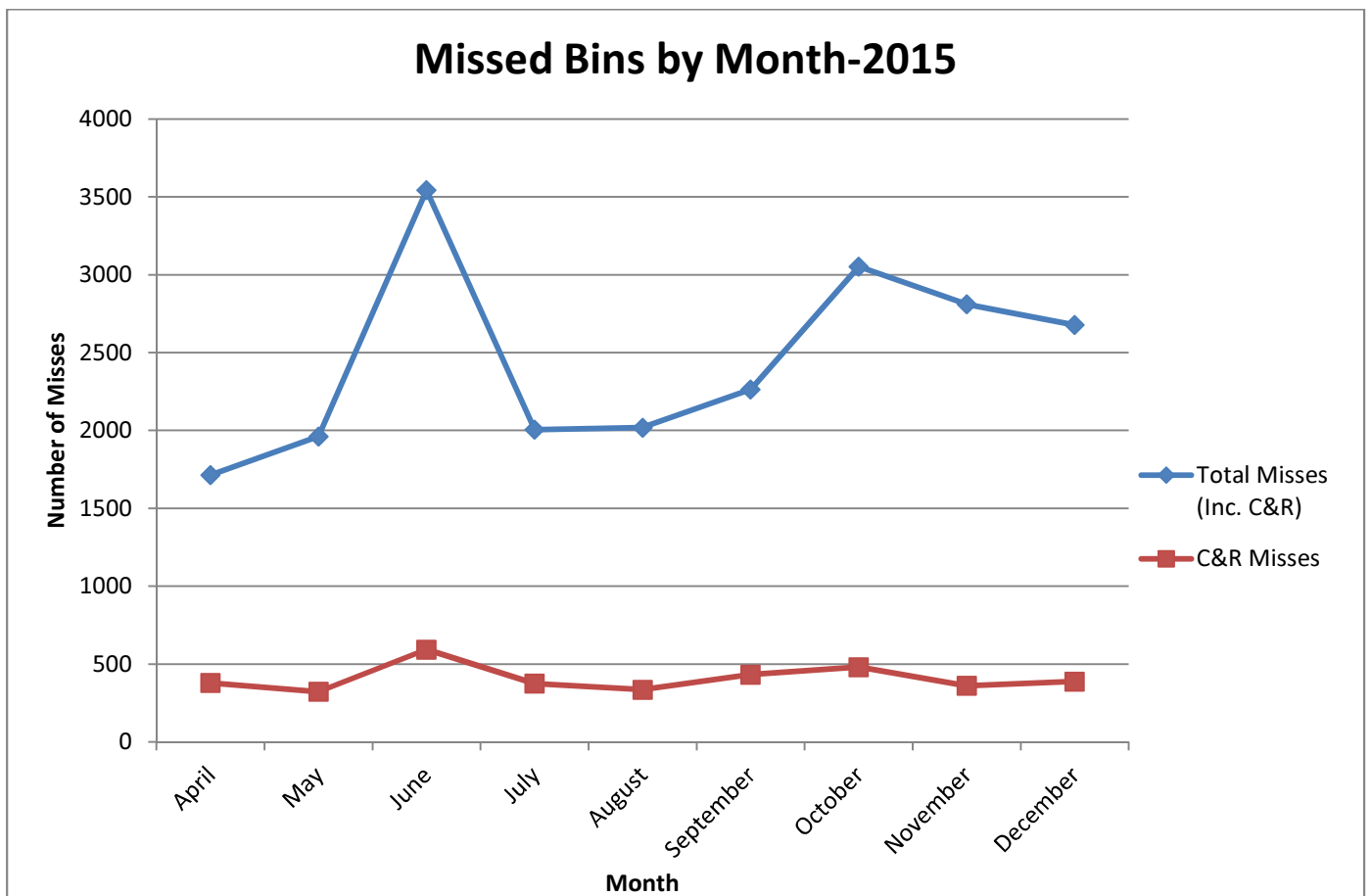
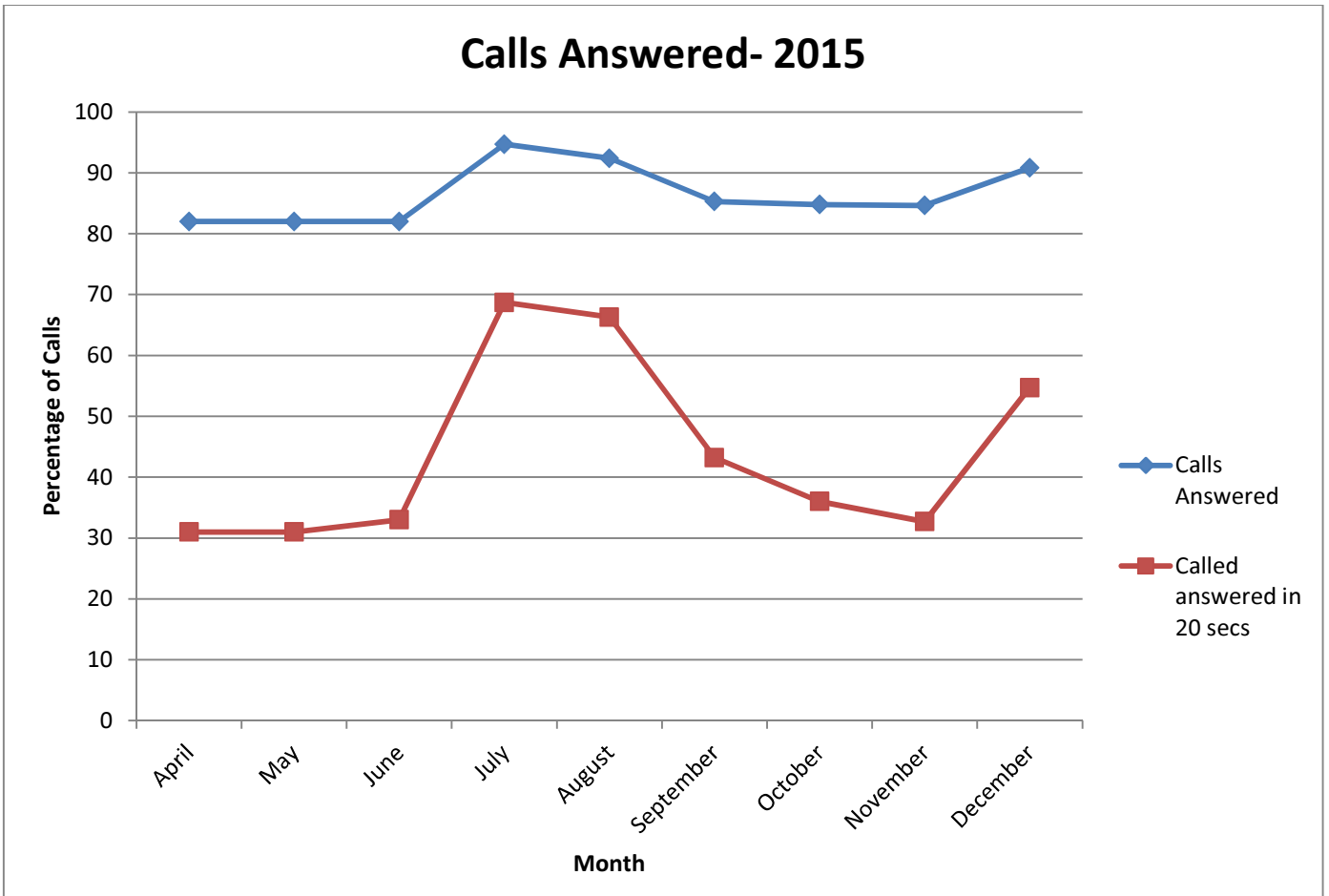
8. Addition Comments and Notes

A	Discussions regarding KOTs are taking place.
----------	--

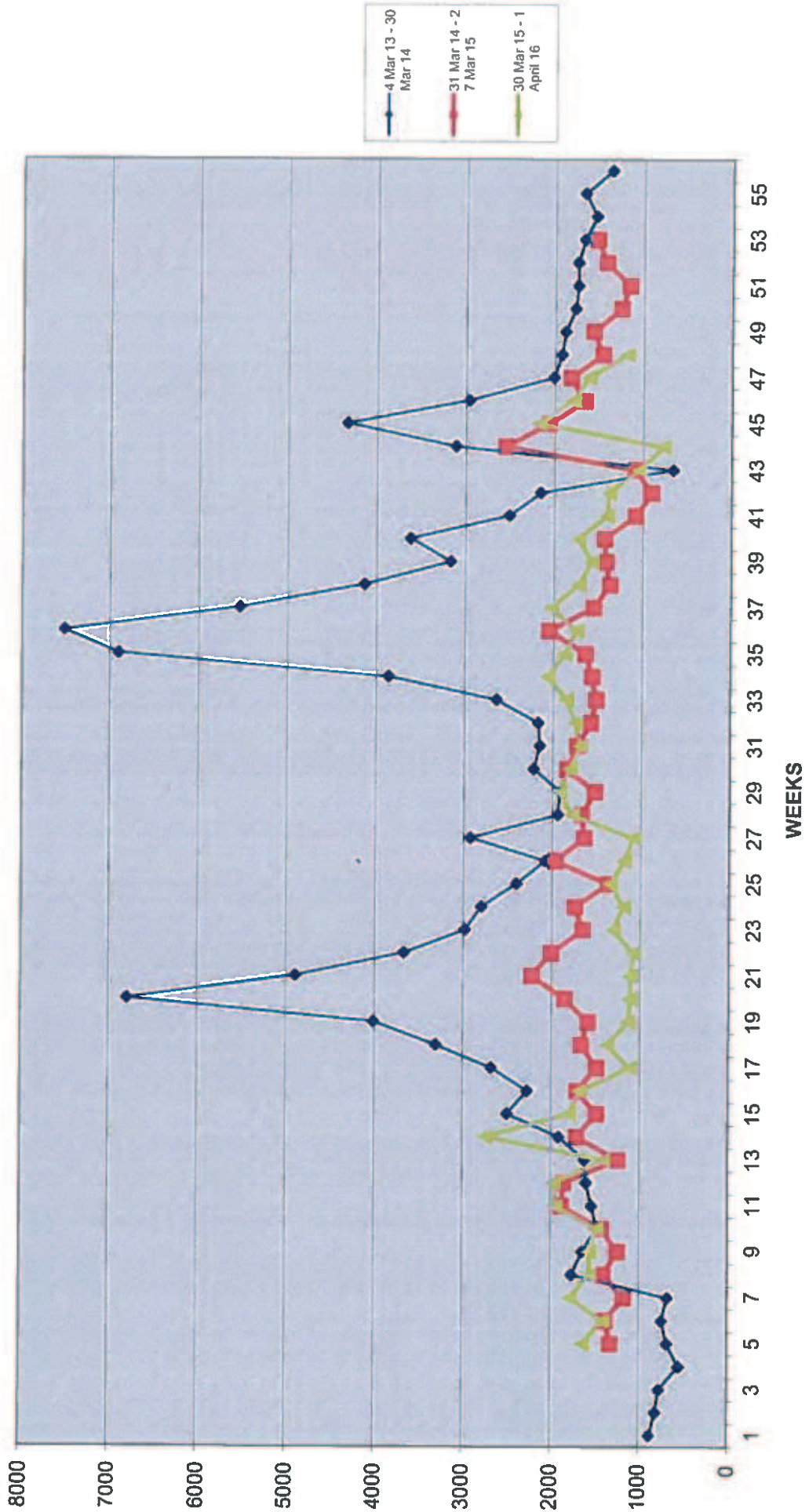
9. Decisions/Steer Required from Collection Committee

A	Agreed process for dealing with rejected bins – Quality Improvement Programme
----------	---

Expected Status at next meeting	Green	Quality	Green	Service elements continue at same level
		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

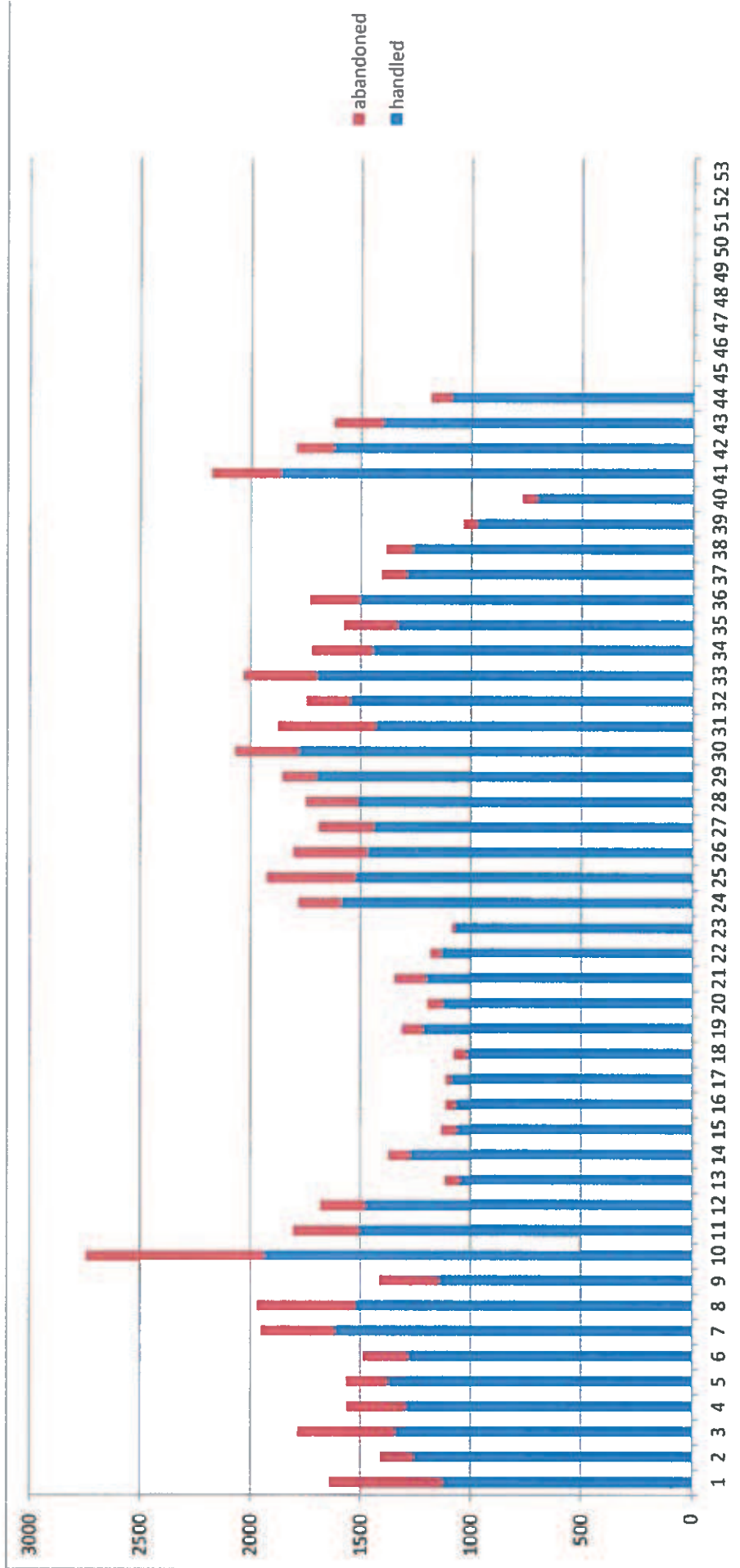


JOINT WASTE CALLS



I:\cs\ADMIN\Customer Services\CS Waste 2013 contract\data CM\waste call data by week

Joint Waste Calls 7 april 2015 - 31 March 2016



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	Sally Gordon	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	Sally Gordon	B 2	B 2
5	Infrastructure	Bio-waste infrastructure	Impact of the potential change in bio waste facilities following on from BCC procurement	Sally Gordon	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
9	Legal & Contract	Contract Novation	Problems with contract novation resulting in issues with service, or procurement challenges	Anita Cacchioli/Chris Marchant	D 3	B 2
10	Legal & Contract	Contract Change Notice	Problems with CNN resulting in issues with service, or procurement challenges	Anita Cacchioli/Chris Marchant	C 3	B 2
11	Legal & Contract	KOT changes	Delay in changes to the new KOT system resulting in additional work and resources	Sally Gordon	D 3	B 2
12	People	Expectation Management	Managing Cllr, Officer and publics expectations of the service and what I 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	Sally Gordon	C 3	B 2
15	Quality	Contract Performance	Poor contract performance resulting in reduced satisfaction or increased costs	Sally Gordon	C 3	B 2
16	Quality	Health and safety	Poor health and safety resulting in danger or injury, liability or increased costs	Sally Gordon	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

Joint Waste Services

Tracker Survey Satisfaction Results

Author – Sally Gordon 7th January 2016

1. Premis

This report provides an update on the latest tracker survey results for the joint waste service, which took place in November 2015, including an indication of trends from the previous surveys. It also provides a comparison of the results for this service as compared with the average results from other Serco contracts.

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. Surveys take place each year in May and in November. 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 – November 2015**

The survey was carried out in November 2015.

Overall

- Overall satisfaction in Chiltern has decreased by 6.3% this wave to 85.6% but is the same as the same period last year which was 85.6%
- Overall satisfaction in Wycombe has decreased slightly by 0.3% this wave to 83.5% and is down against the same period last year which was 87%

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



Working together

1



Joint Waste Services

Overall	2013		2014		2015	
	Spring	Autumn	Spring	Autumn	Spring	Autumn
Chiltern	79%	85%	88%	86 %	92.1%	85.6%
Wycombe	86%	85%	90%	87%	83.8%	83.5%
Overall	82%	85%	89%	86%	88%	84.55%

4. Comparison with other Serco contracts

Appendix 1 provides a comparison of the customer satisfaction results of the joint waste contract as compared with the averages of Serco's other contracts. Since 2014, the results have outperformed the results of other contracts and although the Wycombe results dipped slightly last year, they are still within the upper range of results.

5. Results by service

Street cleaning

- Satisfaction with street cleaning in Chiltern is 75.2% this wave, a decrease of 5.0% from last wave and is also down against the same period last year which was 81.0%
- Satisfaction with street cleaning in Wycombe is 69.0% this wave, a decrease of 15.5% from last wave and is also down against the same period last year which was 88.0%

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
- 46 residents were dissatisfied with this service (21 in Chiltern and 25 in Wycombe) The main reasons given for dissatisfaction were:
 - 21 comments that the streets are not clean / tidy (9 Chiltern and 12 Wycombe), with 5 residents from Chiltern Rise
 - 12 comments on the frequency of cleaning (5 Chiltern and 7 Wycombe) with 5 residents from Chiltern rise
 - 8 comments on insufficient litter bins (6 Chiltern and 2 Wycombe) with 4 residents from St Mary's and Waterside

Grot spots

Of the 46 dissatisfied residents, 24 identified 'grot spot' areas, that they felt need further



Working together

2



Joint Waste Services

attention. Not all of the issues raised were within the remit of this contract, eg maintaining pot holes.

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%	75.2%
Wycombe	86%	84%	89%	88%	84.5%	69%
Overall	83%	81%	82%	85%	82%	72.1%

Street cleansing action plan:

- The results of the survey have been discussed at the Serco contract meeting
- Serco have been tasked with paying closer attention to the locations identified by residents during the survey
- Contract Officers will monitor cleansing of these areas
- Contract Officers will review the provision of litter bins in the areas identified by residents and will also monitor the emptying of the existing bins
- 'Grot spot' locations have been shared with Serco and Contract Officers for monitoring

General Waste (Refuse) collections

- Satisfaction with refuse collection in Chiltern is 81.0% this wave, a decrease of 13.1% from last wave and is also down against the same wave last year which was 87.0%
- Satisfaction with refuse collection in Wycombe is 75.0% this wave, a decrease of 4.4% from last wave and is also down against the same wave last year which was 85.0%

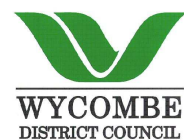
From the comments we know that:

- Satisfied residents are happy with the regularity and reliability of the efficient service, and that collections are made at a convenient time
- 28 residents have told us they are dissatisfied with this service (13 Chiltern and 15 Wycombe) the main reasons they give for dissatisfaction are:
- 12 comments on missed collections (4 Chiltern and 8 Wycombe) with 3 of those residents from Greater Hughenden
- 11 comments on bin placement (6 Chiltern and 5 Wycombe) with 3 of those residents from Greater Hughenden and 4 residents from St Mary's and Waterside
- 8 residents commented that if they do not present their bin, it is not emptied (2 Chiltern and 6 Wycombe) with 3 residents from Greater Hughenden and 3 from Ryemead



Working together

3



- 6 comments on frequency (5 Chiltern and 1 Wycombe) with 3 residents from Ridgeway

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%	81%
Wycombe	87%	79%	89%	85%	79.4%	75%
Overall	84%	81%	90%	86%	87%	78%

Refuse action plan:

- Serco have provided an additional resource for 6 months to review performance by crews and each week are shadowing the 3 worst performing crews from the previous week. So far results seem to be indicating an improvement in the performance of those crews. This resource will be targeted at which ever service requires attention.
- Supervisors have been tasked with actively checking that the worst repeated misses have been collected.
- Serco and Contract Officers will monitor the specific areas highlighted by residents during this survey.

Recycling collections

- 91 Chiltern residents said they participate in the recycling collection service, of whom 83.3% are satisfied, a decrease of 12.2% from last wave
- 92 Wycombe residents said they participate in the recycling collection service, of whom 89.7% are satisfied, an increase of 17.6% 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
- 20 residents (11 Chiltern and 9 Wycombe) are dissatisfied with the service because:
 - 10 comments on missed collections (9 Chiltern and 1 Wycombe) 6 residents from St Mary's and Waterside
 - 7 comments on frequency(6 Chiltern and 1 Wycombe) 2 residents from St Mary's and Waterside
 - 5 comments on lack of information as to what can be recycled x 5 (all Chiltern) 4 residents from St Mary's and Waterside



Working together

4



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%	83.3%
Wycombe	85%	89%	92%	91%	72.1%	89.7%
Overall	81%	86%	92%	88%	84%	86.5%

Action plan/commentary:

- Specific comments relating to St Mary's and Waterside are likely to have been made by residents living in flats – the provision of mixed recycling to flats in Chesham is due to take place over the next few months and residents will receive information to advise. Website information is also available

Food waste collection

- 78 Chiltern residents said they participate in the food waste collection service, of whom 98.8% were satisfied, an increase of 2.9% from last wave which is up on the same period last year which was 86.8%
- 71 Wycombe residents said they participate in the food waste collection service, of whom 89.6% were satisfied, a decrease of 6.3% from last wave which is up on the same period last year which was 77.3%

From the comments we know that:

- Satisfied residents are generally happy with the regular collections and that they are made on time / promptly
- Residents are mainly dissatisfied with the perceived infrequency of collections

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



Working together

5



Joint Waste Services

Food Waste	2013		2014		2015	
	Spring	Autumn	Spring	Autumn	Spring	Autumn
Chiltern		91%	90%	87%	95.9%	98.8%
Wycombe		85%	88%	77%	95.9%	89.6%
Overall		88%	89%	82%	96%	94.2%

Action plan/commentary:

- Generally, collections are going well but any properties with repeated missed food waste collections will be highlighted on Serco's hot spot list.
- Waste team will use communications to emphasise weekly frequency of this collection

Garden waste collections

- 50 Chiltern residents said they participate in the garden waste collection service, of whom 90.7% were satisfied, a decrease of 4.3% from last wave which is up on the same period last year which was 88.2%
- 77 Wycombe residents said they participate in the garden waste collection service, of whom 92.9% were satisfied, an increase of 7.1% from last wave which is similar to the same period last year 93.7%

From the comments we know that:

- Satisfied residents are generally happy with the regular, timely and efficient collections which save them from going to the tip
- Just 5 residents are dissatisfied with the service, suggesting that waste is not collected regularly enough and not enough space in the bin

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



Working together

6



Joint Waste Services

Garden Waste	2013		2014		2015	
	Spring	Autumn	Spring	Autumn	Spring	Autumn
Chiltern		88%	94%	80%	95%	90.7%
Wycombe		91%	91%	94%	85.7%	92.9%
Overall		90%	93%	87%	90%	91.8%

Action plan/commentary:

- Generally, collections are going well, but any properties with repeated collection issues will be highlighted on Serco's hot spot list

6. Benchmarking against other local authorities

As indicated in Appendix 1, the customer satisfaction results of the joint waste service compare favourably with the average Serco contract results and also with the satisfaction rates of other local authorities nationally.

7. Next Surveys

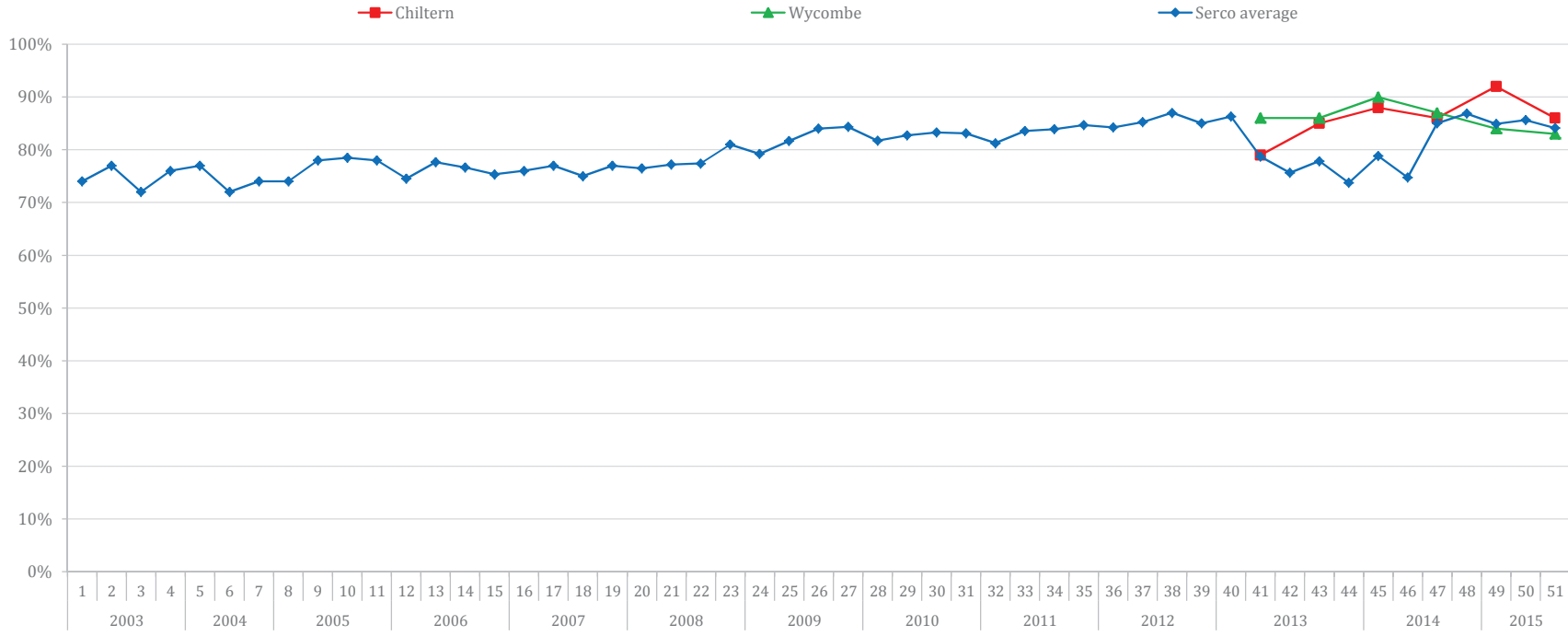
Discussions are taking place with Serco to establish the costs of increasing the sample size.

The next survey will take place in May 2016.

Overall satisfaction



Top 2 box



Item 8

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

Document is Restricted

