



MINUTES of the Meeting of the
CHILTERN & WYCOMBE JOINT WASTE COLLECTION COMMITTEE
held on **11 FEBRUARY 2016**
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: S Gordon (CDC), C Hughes (WDC), C Marchant (CDC & SBDC), S Markham (CDC) and N Visram (WDC).

23 MINUTES

The Minutes of the meeting held on 5 November 2015 were agreed as a correct record.

24 DECLARATIONS OF INTEREST

There were no declarations of interest.

25 WASTE SERVICE HIGHLIGHT REPORT

The Committee received a report providing an update and overview of the joint waste service.

The Councils were awaiting confirmation from Bucks County Council regarding the overdue payment of recycling credits. Officers would contact the County Council in the first instance, but Members requested that a letter be sent from the Chairman of the Committee, if required, requesting confirmation of the payments.

Sally Gordon was the acting Senior Waste Officer and her role was currently being backfilled. It was agreed that this would be monitored closely in order to maintain resilience.

The Committee noted the key waste targets. The number of waste containers that had been missed remained a significant cause for concern. Although the contractor had put in place additional measures to reduce the volume of misses, and that overall the numbers were reducing, the rate of improvement was unacceptable. There were particular concerns regarding the long term

nature of certain recurring missed collections, and it was felt that these posed a particular reputational risk to both Councils. As such, Members requested that the Councils' maintain their own list of recurring complaints so that officers could carry out additional follow up checks themselves to ensure that the contractor had carried out the necessary follow up action in response to complaints. Members also requested that recurring formal complaints be reported to the Committee at each meeting as part of the highlight report. A number of recurring misses were reported by Members at the meeting which the Service Delivery Manager would look into to.

The Committee received a presentation on the waste quality improvement programme and Members' views were sought on how best to improve recycling further. Members agreed that penalties were not appropriate at this time, and that providing targeted information to residents would be the best way of meeting the programme's aims. Areas with high resident turnover were a particular problem. It was suggested that contact be made with student accommodation officers so that information about recycling could be provided to students on an annual basis. This could be provided at student induction events. Information could also be sent to letting agents so that they could provide this to tenants. It was also felt that the relevant ward members should be involved in disseminating information to residents.

RESOLVED –

- 1. That the report be noted.**
- 2. That a letter be sent to Bucks County Council, from the Chairman of the Committee if required, regarding the payment of recycling credits that was now overdue.**
- 3. That the actions, detailed above, regarding missed waste container complaints be implemented, and that any recurring complaints be reported to the Committee at each meeting as part of the highlight report.**

26 LATEST TRACKER SURVEY RESULTS

The Committee received the results from the resident survey on the joint waste service carried out in November 2015. Overall satisfaction compared to the contractor's other contracts was noted. Further work was being done to increase the survey's sample size. Members also noted the measures put in place by the contractor to increase the performance of collection crews.

27 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.

28 COSTS RELATING TO CHANGE OF DISPOSAL POINT

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

The Committee received a report providing information on the cost implications arising from the change to the delivery point for residual waste following the introduction of County Council's Energy from Waste facility.

RESOLVED –

- 1. That the cost information relating to implications of tipping at the waste transfer facility at Clay Lane, and the latest indexation figure to be applied, be noted.**
- 2. That a copy of the above information be sent to the Leader of Chiltern District Council for information.**

29 SERCO CORPORATE RESTRUCTURE

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

The Committee received an update on Serco's proposed corporate restructure. A further update would be provided at the next meeting.

RESOLVED –

That the verbal report be noted.

The meeting ended at 12.00 pm