



# Chiltern, South Bucks & Wycombe Joint Waste Collection Committee

**Wednesday, 3 October 2018 at 11.00 am**

**Cabinet Room, Wycombe District Council, Council Offices, Queen Victoria Road, High Wycombe, Bucks HP 11 1BB**

## **A G E N D A**

Item

1 Election of Chairman

This is the first meeting of the Committee in the Municipal Year 2018/19. In accordance with the Constitution, the Committee is asked to elect a Chairman for the year 2018 – 2019.

2 Appointment of Vice-Chairman

To elect a Vice-Chairman for the year 2018 - 2019

3 Evacuation procedure

4 Apologies for absence

5 Minutes (*Pages 5 - 10*)

To approve the minutes of the Joint Waste Collection Committee meeting held on 23 April 2018.

6 Declarations of interest

7 Waste Service highlight report (*Pages 11 - 18*)

*Appendix 1 (Pages 19 - 22)*

8 Buckinghamshire County Council consultation on household recycling centres  
(*Verbal Report*)

9 Review of remaining recycling centres (*Pages 23 - 32*)

10 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 it involves 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 persons (including the authority holding that information).

11 Soft market testing update

*Reasons for restriction: Paragraph(s) 3*

To receive a presentation on the results of soft market testing

12 Waste contract procurement project update

*Reasons for restriction: Paragraph(s) 3*

To receive a presentation on the progress on the waste contract procurement

13 Waste contract update report (*Pages 33 - 34*)

*Reasons for restriction: Paragraph(s) 3*

**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, South Bucks & Wycombe Joint Waste  
Collection Committee**

Councillors: M Smith  
L Sullivan  
C Jones  
J Adey  
G Hall

**Date of next meeting – Monday, 3 December 2018**

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**MINUTES** of the Meeting of the  
**CHILTERN, SOUTH BUCKS & WYCOMBE JOINT WASTE COLLECTION  
COMMITTEE**  
held on **23 APRIL 2018**  
at **WYCOMBE DISTRICT COUNCIL**

**PRESENT**

Councillors            M Smith (Chiltern District Council)            - Chairman  
                                 L Sullivan (South Bucks District Council)       - Vice Chairman

Councillor:            J Adey (Wycombe District Council)

**APOLOGIES  
FOR  
ABSENCE**

Councillor:            C Jones (Chiltern District Council)

Officers:               Steve Bambrick (CDC/ SBDC), Chris Marchant (CDC/ SBDC),  
Sally Gordon (CDC/ SBDC), Sue Markham (CDC/ SBDC), Steve  
Middleton (WDC), Jacqueline Ing (CDC/ SBDC), Elaine Jewell  
(CDC/ SBDC), Caroline Hughes (CDC/ SBDC), and Sue Bolter  
(CDC/ SBDC).

**88    MINUTES**

The Minutes of the meeting held on the 22 January 2018 were agreed as a correct record.

**89    DECLARATIONS OF INTEREST**

There were no declarations of interest.

**90    WASTE SERVICES HIGHLIGHT REPORT**

The Committee considered a report providing an overview of the waste services for the period October to December 2017; this included but was not limited to, budgets, key targets, formal complaints and key risks. During the discussion, the following key points were made:

- there had been a slight growth in the number of clinical collections for Chiltern and Wycombe, and a slight decrease for South Bucks;
- there had been an increase in chargeable garden waste subscriptions;
- recruitments had been made to two posts within the joint waste team;
- the team were monitoring the potential implications the Customer Experience Programme may have on the services going forward;
- an audit was currently taking place focussing on public engagement;
- regarding national spring cleaning activities, it was noted that 25 local groups had asked the Councils for varying levels of assistance with these activities;
- both services were above target for recycling rates in quarter 3. Members noted that this over performance could have been due to the Fighting Food Waste Project;
- missed collections were performing above than the monthly aspiration, however there was a need to focus on missed assisted collections for the joint waste contract specifically;
- formal complaints received related to missed collections for the joint waste contract, and missed garden waste collections for the South Bucks contract. It was noted that there had been no stage 2 complaints in the last year, and that residents had been satisfied with how their complaints had been handled from the first point of contact;
- figures relating to the number of compliments for the services had been added to the report; and
- it was noted that health and safety statistics were provided at monthly meetings with the contractors.

A question was raised as to whether the online renewal function had increased the demand on the team, and it was advised that this was not the case.

It was noted that for the budget estimates (page 13) the year for both services should read 2017/18.

The Head of Environment asked that the number of web hits and figures showing use of online forms be included under the Customer Contact Statistics in future highlight reports.

The risk register was at Appendix 1 to the report.

**RESOLVED:**

**That the report be noted.**

**91 INCLEMENT WEATHER RECOVERY PLANS**

The Committee considered a report detailing potential recovery options in the event of service disruption caused by inclement weather. It was noted that, since December 2017, there had been 2 to 3 periods of inclement weather that had affected service delivery. The options were set out in the table at section 4 of the report.

It was noted that the recommended approach was a mix of options that enabled the quickest and safest recovery.

Members were concerned over the potential for garden waste suspensions, and advised that terms of reference for the service be updated to make clear to the customers when exactly suspensions could occur. A further question was raised as to how much garden waste was collected during this period, and Members were advised the figure was lower than usual due to reduced use of the garden waste service during winter months.

The Committee agreed with the options presented and stressed the need to ensure effective communication with residents throughout periods of inclement weather, and specifically in the event that garden waste collections are suspended.

**RESOLVED:**

**The Joint Waste Collection Committee agreed in principle with the recommended recovery options in the report.**

**92 HEALTH AND SAFETY AUDIT UPDATE**

Members received a verbal update on the health and safety audit. It was reported that, in general, the auditor was satisfied that recommendations had been implemented at the Clay Lane Depot.

**93 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.**

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

#### **94 IMPLICATION OF CHINA'S RECENT IMPORT BAN ON WASTE SERVICES**

It was noted that items 10 and 11 on the agenda had been duplicated. The Committee agreed to discuss item 10 in the first instance.

Members received a report detailing potential implications of China's recent import ban on solid waste that came into force 1 January 2018.

#### **RESOLVED:**

**That the report for information be noted.**

#### **95 WASTE CONTRACT OPTIONS**

Members received a report which set out options for procuring the delivery of waste collection, recycling and street cleansing services at the expiry of the current contracts with Serco and Biffa. A draft Inter District Authority Agreement (IDAA) was at Appendix 1 to the report.

The Committee agreed that options 1 and 2a were the best options going forward, and Members were asked to advise the respective Cabinets on the approach going forward. It was then

#### **RESOLVED:**

**(i) that authority be delegated to the Head of Environment to procure sufficient professional and technical resources to enter into initial discussions and to prepare for and support the procurement project/s; and**

**(ii) that an initial budget of up to £200,000 be approved to fund the resources referred to in (i) above, to be funded by the Authorities in proportion to the number of households in each district, with sums to be released in accordance with each Council's internal approval process.**

The Joint Waste Collection Committee resolved to **RECOMMEND** that the Cabinet of each constituent Authority:

- (i) Agrees that the longer term strategy is to procure a three way single joint contract for the three authorities.**
- (ii) Agrees that the option that should be pursued for the provision of waste etc. services post March 2020 is for Chiltern and Wycombe to agree a contract extension with Serco until the end of October 2021 to align the termination date with the South Bucks/Biffa contract, provided that such extension is compliant with the Public Contract Regulations 2015, and to commence the procurement of a single joint three-way contract to commence in November 2021. However, if the said negotiations are unsuccessful, to commence the procurement of a single joint three-way contract with a staggered commencement of March 2020 in Chiltern and Wycombe and November 2021 in South Bucks.**
- (iii) Delegates authority to the Head of Environment, in consultation with the Head of Legal and Democratic Services, Head of Finance and the relevant Portfolio Holder, to take the steps necessary to progress the option selected under Recommendation (ii) above.**
- (iv) Delegates authority to the Head of Environment in consultation with the Portfolio Holder to finalise the specification of the services to be delivered.**
- (v) Delegates authority to the Head of Environment in consultation with the Head of Legal and Democratic Services and the relevant Portfolio Holder to determine the procurement method under the Public Contract Regulations 2015.**
- (vi) Agrees to enter into an Inter District Authority Agreement (IDAA) reflecting the Heads of Terms at Appendix 1.**
- (vii) Delegates authority to the Head of Environment in consultation with the Head of Legal and Democratic Services and the relevant Portfolio Holder to approve the detailed terms of the IDAA.**

**The meeting ended at 12.30 pm**



## Joint Waste Services – Programme Highlight Report

<b>Meeting</b>	<b>Joint Waste Collection Committee</b>	<b>Location</b>	<b>Wycombe District Council</b>
<b>Date/Time</b>	<b>3<sup>rd</sup> October 2018</b>	<b>Period Covered</b>	<b>April to June 2018</b>
<b>Headline service statistics – CDC/WDC &amp; SBDC</b>			

Detail	Joint Waste Service				SBDC				Overall Totals	Comments
	Qtr 4 17/18	Qtr 1 2018/19	Difference to previous Qtr	% of total properties	Qtr 4 17/18	Qtr 1 2018/19	Difference to previous Qtr	% of total properties		
<b>Total number of properties</b>	111,524	112,272	+748	-	28,838	28,921	+83	-	141,193	SBDC – figures from Covalent. CDC/WDC figures from Council Tax dept.
<b>Population</b>	268,858	268,858	no change	-	68,512	68,512	no change	-	337,370	Latest figures available from mid-2016
<b>Nos of assisted collections</b>	2701	2867	+166	2.55%	922	950	+28	3.28%	3,817	Review of customer lists in progress
<b>No of clinical collections (including sharps)</b>	1,055	1202	+147	1.07%	47	50	+3	0.17%	1,252	Review of customer lists to take place in 2018
<b>No of bulk bin properties</b>	13,004	13367	+363	11.9%	2,972	5495	-	19%	18,862	SBDC validation process being introduced, previous figures may have been incorrect
<b>No of chargeable garden waste subscriptions</b>	15,516	16020	+504	40.36%	8,546	8628	+82	29.83%	24,648	High garden waste tonnages experienced in May

## Joint Waste Services – Programme Highlight Report

Joint Waste Team – Current tasks, milestones & outcomes				
Task, Milestone, Outcomes		Comment	Planned deadline	Status
Recruitment to vacant posts	TASK	Contract Monitoring Officer post became vacant and internal candidate in waste team has been promoted into this position. Now seeking to fill the vacancy in Waste Admin Team left by this member of staff	By Sept 2018	On target
Contract Procurement	TASK	Good progress has been made to prepare tendering documents	By Sept 2018	On target
DCLG funded project	OUTCOME	Positive results – 50% increase in food waste collected between Jan 2017 and Jan 2018. Project continues to be delivered and new workstreams are being identified for progressing	Ongoing	On target
Waste contact forms	OUTCOME	Web forms developed to manage customer contacts to assist with prioritisation and improve efficiencies. WDC forms have also been improved in line with this.	August 2018	On target
Customer Experience Strategy	OUTCOME	Customer Services have awarded contract for new CRB Lite platform to enhance customer contact handling, encourage self service and achieve greater efficiencies. New platform to be launched in spring 2019 and Waste is in phase 1. Consultation with affected staff in the Waste Team to take place in the New Year.	2019	On target
Annual collection calendar	TASK	Work has commenced to develop this year's collection calendar and delivery.	October 2018	On target
Audit – monitoring of waste contract, TIAA	TASK	In progress, looking at exceptions to collections, eg assisted collections, complaints handling, properties on sack collections, public engagement	April 2018	On target
Assisted collections	OUTCOME	Focus to be given to assisted collections during September in collaboration with contractors. Initial results from review – CDC/WDC, 70% response with 471 residents not requiring the service. SBDC review is ongoing.	October	On target
Recycling centres	OUTCOME	Further review of remaining recycling centres to take place as reported to this meeting		

**Joint Waste Services – Programme Highlight Report**

**Budget – Current Year** (not including authority recharges) – Appendix 1 – Budget estimates for 2018/19

CDC/WDC	Joint Budget	Estimated Outturn	CDC Budget	Final Outturn (Estm.)	WDC Budget	Estimated out turn	Comment
Contracted Costs	£8,428,795	£8,428,795	£3,149,715	£3,149,715	£5,279,080	£5,279,080	Underspend on salaries to date due to vacancies and time taken to fill them.
* Joint Client Expenditure	£980,050	£975,162	£326,855	£325,219	£383,694	£381,879	
Joint Client Income	-£2,045,700	-£2,085,000	-£1,159,282	-£1,057,460	-£925,718	- £925,718	Green waste subscriptions are currently above budget
Balance	<b>£7,363,145</b>	<b>£7,318,957</b>	<b>£2,356,588</b>	<b>£2,417,474</b>	<b>£4,737,056</b>	<b>£4,735,241</b>	

**Budget – Current Year** (not including authority recharges) – Appendix 1 – Budget estimates for 2018/19

SBDC	Budget	Final Outturn (Estimated)	
Contracted costs	2,813,060	2,813,060	Underspend on salaries to date, as above.
Joint Client Expenditure*	£269,500	268,063	
Additional budgeted expenditure	£80,400	£80,400	
Income	-£891,980	-£891,980	
Balance	<b>£2,270,980</b>	<b>£2,269,543</b>	

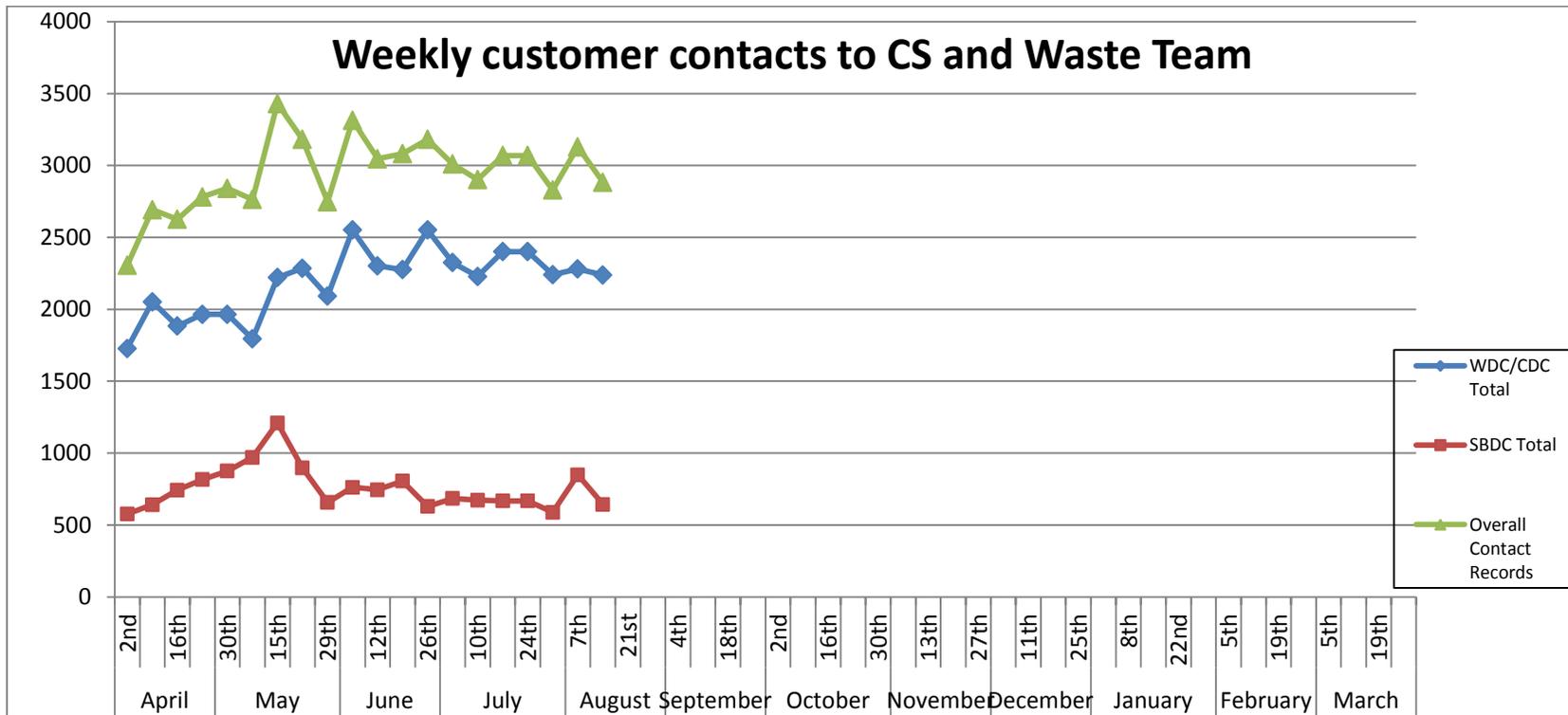
**Joint Waste Services – Programme Highlight Report**

<b>Headline performance figures</b>						
	<b>2017/18 performance</b>	<b>2018/19 target</b>	<b>April 2018</b>	<b>May 2018</b>	<b>June 2018</b>	<b>Comments</b>
<b>Recycling rate</b>						
<b>Joint waste contract</b>	52.6%	53.00%	54.62%	59.23%	56.54%	May saw exceptional tonnages of garden waste which gave us the best recycling rate to date
<b>SBDC</b>	53.41	53.00%	54.45%	56.22%	58.36%	Steady increases mainly due to increased garden waste and food waste recycling
<b>Missed collections</b>		<b>Monthly performance aspiration</b>				
<b>Joint waste contract</b>		1650	1751 (0.03%)	1492 (0.10%)	1762 (0.12%)	June typically sees higher misses due to start of holiday season; however, this was the best June to date
<b>SBDC</b>		<=100	90 (0.043%)	97 (0.052%)	99 (0.053%)	Comments regarding holiday season as above.
<b>Missed assisted collections</b>		<b>Monthly performance aspiration</b>				
<b>Joint waste contract</b>			324	251	370	We are working to establish a revised aspirational target which is more equitable while still challenging
<b>SBDC</b>		<=30	29	24	30	Average 27.67

## Joint Waste Services – Programme Highlight Report

### Customer Contact Statistics

Joint Waste	April	May	June	Total	Comments
No of calls offered	16493	17477	15271	49,241	Increase in calls over this period due to bank holiday catch up period with additional calls also generated due to assisted collection review.
No of calls handled	13969	14524	12811	41,304	
% Calls Handled	84.7%	74.2%	73.4%	77.4%	
% abandoned of those offered	15.30%	16.9%	16.11%	16.1%	

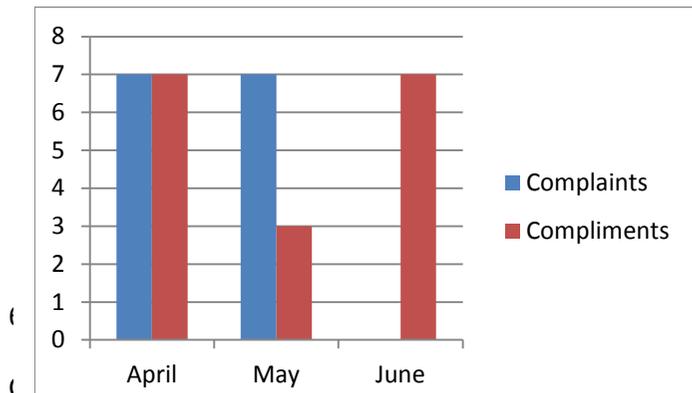


## Joint Waste Services – Programme Highlight Report

### Formal Complaints & Compliments – April to June 2018

Complaints	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Fb	Mar	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
CDC	4	4	0										8				8
WDC	3	3	0										6				6
SBDC	0	0	0										0				0
<b>Total number of Complaints</b>	<b>7</b>	<b>7</b>	<b>0</b>										<b>14</b>				<b>14</b>
Compliments	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Fb	Mar	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
CDC	3	0	2										5				5
WDC	2	2	5										9				9
SBDC	2	1	0										3				3
<b>Total number of compliments</b>	<b>7</b>	<b>3</b>	<b>7</b>										<b>17</b>				<b>17</b>

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Category of complaint - Qtr 1 18/19	
Missed collections	1
Assisted missed collections	4
Litter	1
Miscellaneous	6
Damaged container	1
Waste left on road	1

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**Joint Waste Services – Programme Highlight Report**

**Contractor Health & Safety Stats**

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6. Accident Reports – Serco 17/18					
	Q1	Q2	Q3	Q4	Comments
Total number of accidents	5			-	H&S stats are provided regularly at monthly contract meetings and are the first item on the agenda. Near miss reporting has increased (which is good) and in direct relation to this, the number of reported accidents decreased during quarter 1.
Near Misses reported	28			-	
*RIDDOR	0			-	
3 <sup>rd</sup> party damage	26 ( 8 blameworthy)				
6. Accident Reports (From Biffa)17/18 to be completed					
	Q1	Q2	Q3	Q4	Comments
Total number of accidents	0				39 near misses or hazards reported which is lower than historical figures but getting much more stringent on what will be accepted and not accepting ones that have already been reported.  No personal accidents in 1st quarter. On 3 <sup>rd</sup> party damages - One patio door damaged 09/05 and one Peugeot 307 dinged in a narrow lane, both accepted liability by Biffa
Near Misses reported	39				
*RIDDOR	0				
3 <sup>rd</sup> party damage	2				

\*Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (serious injuries)

Risk register is attached as Appendix 1

Item 7



**Chiltern and Wycombe Joint Waste Collection Committee**

**Risk Register Key**



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

**Appendix 1 to Highlight report**  
**Waste Services Risk Register - October 2018**

#	Category	Risk Title	Risk Description	Suggested Risk Owner	Mitigations	Suggested Risk Rating	Suggested Target Risk rating
1	Communication	Channel Shift	Successful channel shift may result in increased demand for waste admin team in managing the waste team inboxes which could impact on ability to provide timely responses	Sally Gordon	Regularly review customer demand and ensure that waste team is adequately resourced. Ensure web forms are easy to follow and investigate use of bin app.	D 3	B 2
2	Finance	Income fluctuation	Income used to offset collection costs i.e., chargeable garden waste, bulky collections and recycling credits . In current economic climate these can be affected by many factors and fluctuate may affect financial outturn	Sally Gordon	Income levels are monitored monthly and communicated with finance teams/WDC	D 3	B 2
3	Finance	Increased contract costs	Increased contract costs likely, especially due to difficulties with markets for materials	Chris Marchant/ Nigel Dicker	Procurement process will seek to manage expectations on quality and increased costs	F 4	D 3
4	Finance	Paper Sort facility	Cost of decommissioning PSF at the end of the first term of the Serco contract on 2020	Chris Marchant	Costs to be assessed in good time and any financial requirements planned	C 4	B 2
5	Infrastructure	Bio-waste infrastructure	Impact of the potential change in bio waste facilities following on from BCC procurement	Sally Gordon	Establish BCC procurement timescales to identify adequate lead in time for change	C 3	B 2
6	Legal & Contract	Contract Failure	Either contractor fails to complete contract term	Chris Marchant/ Nigel Dicker	Regular monthly contract meetings held, regular high level partnership board meetings planned and KOT levels monitored.	C 4	B 4
8	People	Expectation Management	Managing Cllr, Officer and publics expectations of waste services and what we should deliver, the policies we have in place and how we communicate	Sally Gordon	Annual review of waste policies and communication methods, regular team meetings and information shared with Cabinet Members at JWCC.	C 3	B 2
9	People	Staff Retention	Key staff and knowledge being lost	Sally Gordon	Ensure staff are trained and motivated - regular 121s with team leaders, regular team meetings and team building opportunities. Staff encouraged to take ownership and make decisions	C 3	B 2
10	Quality	Contract Performance	Poor contract performance resulting in reduced satisfaction or increased costs	Sally Gordon	Retain focus on Serco performance by monitoring against improvement plan and at contract meetings	D 3	B 2
11	Quality	Health and safety	Poor health and safety resulting in danger or injury, liability or increased costs	Chris Marchant/ Nigel Dicker	High focus on Health & Safety through contract management - waste officers to receive regular refresher training, ensure that route risk assessments and all risk assessments are up to date and dynamic. Waste officers to report near misses.	C 3	B 2
12	Quality	Customer Services Performance	Poor customer service performance resulting in reduced satisfaction or increased costs	Sally Gordon	Regular call handling statistics provided by Customer Services, poor performance identified and solutions sought	C 3	B 2
13	Finance	Reprocessing outlets	New China regulations may limit reprocessing capacity	Sally Gordon	Regular focus at monthly contract meetings and discussions at Programme Board meetings	D 3	C 2

Scope  
Quality  
Finance  
Time  
Finance  
Communication  
Legal & Contract  
Infrastructure  
People



<b>SUBJECT:</b>	Local Recycling Centres (bring sites)
<b>REPORT OF:</b>	Environment Portfolio Holder
<b>RESPONSIBLE OFFICER</b>	Head of Environment, Chris Marchant
<b>REPORT AUTHOR</b>	Waste Policy & Project Team Leader, Daniel Sexton
<b>WARD/S AFFECTED</b>	All

## 1. Purpose of Report

This report presents a case to consider the future provision of recycling centres (bring sites), which the authorities provide.

### RECOMMENDATION:

**1.1 That JWCC consider and support in principle the recommendation presented by Officers for the closure of recycling centres, with support through subsequent reporting for the respective authorities to make an informed decision**

## 2. Background

2.1 In recent years the client teams have undertaken strategic reviews of its public recycling centres it operates, in consultation and with support of Members and key stakeholders.

2.2 As kerbside services have evolved with easy to use and convenient collections, our reliance on recycling centres as disposal points to recycle domestic waste has dramatically diminished.

2.3 Recommendations were previously made for the closure of many of these facilities for reasons that included miss-use, health & safety concerns and being under-used.

2.4 In Chiltern, South Bucks and Wycombe eight sites remain in each. In CDC more are expected to close, as work is completed to improve direct access to recycling facilities locally.

2.5 We now have the opportunity to consider what is done with the last remaining recycling centres ahead of the commencement of a new Joint Waste Collection Contract for the three southern districts.

## 3. Reasons for Recommendations

3.1 That Joint Waste Collection Committee consider the recommendation presented, at this critical juncture prior to the commencement of a single joint waste collection contract for the three southern districts.

3.2 That consideration is given to timely intervention in shaping the future service, mindful of benefits as well as any disadvantages.

#### 4. New Joint Waste Service

4.1 As work to procure a new joint service provider commences, we have an opportunity to decide what the councils do in regard to the local recycling centres we operate.

4.2 Confident that the service will continue to see at least the same range of materials collected for recycling at the kerbside, we should consider if recycling centres are really needed.

4.3 There is a case to argue that by removing all remaining recycling centres, the council can help to contain future service costs. By removing the requirement to service recycling centres, this will help to minimise the impact of any cost increases for the new contract.

4.4 Removing the need to frequently cleanse these facilities would create resilience and efficiencies within resource. Looking forward it might represent further indirect cost savings and/or inspire innovative solutions for cleansing practise.

4.5 If the recommendation was carried forward, any cost savings realised would be determined at the point a change notice was issued to the contractor.

#### 5. Current Position

5.1 Our residents continue to make use of the easy and convenient domestic collection services available; some now using this service instead of taking material to a bring site as demonstrated in parts of Marlow (Wiltshire Road and Liston Road).

5.2 Provisional figures for July 2018 suggest the month was one of our most successful ever, thanks to a successful World Cup campaign. We saw an unprecedented increase in material collected for recycling. This would suggest residents are benefiting from the convenience of the kerbside collection service, proving this is the most reliable method for disposing domestic waste.

5.3 Our policies have been reviewed and modified to enable extra recycling to be collected, providing clarity for residents on the benefits of using the service. This practise has been encouraged through communications we have since publicised.

5.4 As closures to the majority of former public recycling centres have demonstrated, recycling performance has remained at a consistent level.

5.5 Following closure, problems of nuisance behaviour, miss-use and fly-tipping previously associated with recycling centres, have improved or been eradicated.

5.6 Fall out and impact following the closures has been minimal to none. We currently maintain a selected number of sites across the authorities as secondary

outlets for residents. This acted as a safety mechanism to lessen the impact of comprehensive closure, or expose frailties in the collection service.

5.7 We are confident that the vast majority of our residents have access to domestic waste collections that include recycling facilities. We have been working closely with some social landlords in recent months to introduce recycling facilities for the last few local communities, who were previously without direct access (\*Little Chalfont).

5.8 We continue to consult on planning applications to ensure comprehensive waste facilities are in place for new build developments.

5.9 We have adapted services to ensure facilities are in place for the most challenging cases and we will work closely with individuals who come forward to request access (and support) to recycling collections, in order to find practical solutions.

5.10 Long gone are the days of having to take glass bottles, papers, cans and plastic bottles to the local recycling centres.

5.11 Based on past experience and mindful of the future service, the authorities now have an opportunity, to consider whether there is any value and benefit in retaining these facilities.

## **6. Challenges ahead**

6.1 With a growing population and limitations on current resource felt more keenly across the service in Chiltern & Wycombe, pressures to add new properties to existing collection rounds are having a considerable impact.

6.2 There is a risk that service quality could be compromised and suffer detrimentally as a consequence. Performance objectives could fall below target and any resulting penalties applied could further impede the contractor's ability to recover.

6.3 A recent review undertaken by Serco to rationalise and find efficiencies in the bulk bin collection rounds servicing flats & schools, found current resource levels were close to saturation. Service demand through continued property growth will very soon exceed capacity and it is already a challenge to manage current service levels. Planned property growth in Princes Risborough and the north of WDC highlights pressures likely to come for the service.

6.4 If the remaining recycling centres in Chiltern & Wycombe were closed, there would no longer be need of a specialist collection vehicle. The contract requires use of a specialist Front End Loading vehicle to empty the recycling banks in use.

6.5 Consequently a proposal to replace the FEL vehicle with another RCV should be considered, which could be used to alleviate pressures on the bulk bin rounds highlighted above, whilst improving resilience in critical front line services.

6.6 Such an approach could save the authorities considerable outlay in bringing in additional resource to manage this risk for the remaining contract term and would be a point of negotiation with the contractor.

6.7 If this option was not pursued and the authorities decided to acquire the additional resource, three illustrative cost options have been presented in the table below:

1	Purchase new RCV	£200,000	4 to 5 month delivery time
2	Purchase pre-owned RCV	£35,000	1 to 2 month delivery time
3	Hire an RCV for duration of contract (March 2019 - March 2020 without extension period)	£1,000 per week (£52,000)	1 month delivery time
+	Annual staffing costs (driver + loader)	£52,000	
+	Vehicle maintenance per annum	£5,000 - £10,000	New vehicle versus used vehicle, inclusive on hire vehicle
+	Fuel - based on 50,000km per annum	£35,000	

6.8 There is the option to do nothing to address this risk.

6.9 Recycling centres continue to be subject to miss-use by businesses for the disposal of trade/commercial waste. Very little effort is made to separate waste accordingly, resulting in excessive contamination and poor quality material.

6.10 Poor quality material collected from recycling centres is a continuous problem and is a major cause for concern in SBDC. The situation is so bad, that all recycling bins are now emptied as rubbish, to help manage the problem. If a bin is found to contain acceptable material/s, then a recycling vehicle is diverted to empty the contents. In some instances paper recycling is tipped as 'mixed' container recycling, because the quality is too poor to be collected as clean paper alone.

6.11 As a consequence this is increasing the fibre content within the 'mixed' recycling sent to the MRF and that is having a financial impact upon the service.

6.12 Looking forward, we want to ensure the authorities are in the best possible position (when it comes to risk share). With sensitive global markets, material quality will inevitably dictate any residual value, or associated costs for sorting and separation (gate fees).

6.13 Poor quality material could also limit the availability of sustainable reprocessing outlets. We've seen already the impact the regulations introduced by China can have on markets and material end destinations. For added security, improving the quality of the material we collect must be seen as a priority.

6.14 BCC are currently publicly consulting following its review of the Household Recycling Centres (HRCs). This consultation will no doubt shape future service design. With outcomes yet to be determined, we are minded to consider possible implications such as a reduced network of HRCs. We would welcome thoughts in respect to the proposals and the live consultation.

6.15 Demand for convenient public parking continues to be a challenge for the authorities. Here there is an opportunity to increase the number of parking spaces

within council owned car parks, on land currently occupying recycling containers. Realising an increase in revenue as a result of making extra spaces available, is a possibility the authorities could benefit from.

## 7. Assumption

7.1 Through a predetermined programme of works, the Joint Waste Team would undertake to notify local stakeholders of the decision taken to close the remaining recycling centres.

7.2 This would then be communicated to the wider public. As we have experienced previously, some residents come forward to make known they don't have direct access to recycling services. This tends to result in provision of appropriate containers and educational information. In the past we have made containers available for free to encourage the effective management of waste within home.

7.3 There would follow a stand-still period before sites are decommissioned. It is our recommendation that changes are implemented after Christmas/New Year.

7.4 We would proactively encourage use of the easy to use kerbside collection service, through public campaigns the team could deliver.

## 8. Corporate Implications

8.1 Financial: In closing the remaining recycling centres there are not expected to be any operational costs, that aren't already covered within the Bill of Quantity day rates.

8.2 Financial: It should be anticipated some remedial works will be necessary to 'make good' land currently used to occupy recycling containers

8.3 Financial: Free provision of any recycling containers for requests made by residents during a period of amnesty

8.3 Legal & Financial: A Change notice will be required to the existing contract terms of service, at which point any associated cost savings would be established.

8.4 Legal & Financial: Negotiation for provision of replacement RCV further to the closure of the recycling centres (Serco contract)

8.5 Financial: Increased revenues resulting from car parking spaces vacated by recycling containers

8.6 Reputation: process to decommission sites managed through clear and effective communication

## 9. Links to Council Policy Objectives

This matter relates to the following council objectives -

9.1 Provide great value services

9.2 Promote Sustainability

<b>Background Papers:</b>	None
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Appendix A

Recycling Centres by District

Authority	Town	Location
<b>Chiltern DC</b>	Amersham	Rickmansworth Road car park
	Chesham	Cameron Road
		Water Meadow car park
	Chalfont St Giles	Blizzards Road car park
	Little Chalfont	Snells Wood car park
	Chalfont St Peter	Church Lane car park
	Great Missenden	Link Road car park
	Prestwood	High Street car park
<b>Wycombe DC</b>	Loudwater	Doctors Surgery, Queensmead Road
	Hazlemere	Beaumont Way car park
		Park Parade car park
	High Wycombe	Asda store (Cressex)
		(formerly) Plant & Harvest Garden Centre, Chorley Road
		Morrisons store, Bellfield Road
	Marlow	Riley Road car park
	Princes Risborough	Stratton Road car park
<b>South Bucks DC</b>	Beaconsfield	The Beacon Centre, Holtspur Way
		Penncroft car park, Burkes Road
		Waitrose, Penn Road
	Burnham	Summers Road car park
	Farnham	The Broadway car park
	Gerrards Cross	Packhorse Road car park
	Iver	Evreham Sports Centre, Swallow Street

\*Please note: This list does not include some HRCs where the authorities provide their own containers for recycling, for instance dry mixed recycling.

Appendix B

Sample of SBDC contamination reports for a three month period - May/June/July 2018

Month	Site	No. of bins	Tipped as rubbish			Tipped as either 'Dry mixed' or 'clean recycling'		
			08.05.2018	21.05.2018	25.05.2018	08.05.2018	21.05.2018	25.05.2018
May	The Beacon Centre	8	3	1	1	5	7	7
	Penncroft Car Park	9	5	3	3	4	6	6
	Waitrose	7	0	0	1	7	7	6
	Summers Road Car Park	5	5	4	2	0	1	3
	The Broadway Car Park	8	8	7	1	0	1	7
	Packhorse Road Car Park	9	6	6	6	3	3	3
	Evreham Centre	5	5	5	n/a	0	0	n/a

Month	Site	No. of bins	Tipped as rubbish			Tipped as either 'Dry mixed' or 'clean recycling'		
			02.06.2018	04.06.2018	22.06.2018	02.06.2018	04.06.2018	22.06.2018
June	The Beacon Centre	8	1	5	3	7	3	5
	Penncroft Car Park	9	1	3	2	8	6	7
	Waitrose	7	1	1	0	6	6	7
	Summers Road Car Park	5	2	3	5	2	3	0
	The Broadway Car Park	8	2	4	0	6	4	8
	Packhorse Road Car Park	9	1	3	5	8	6	4
	Evreham Centre	5	n/a	5	n/a	n/a	0	n/a

Month	Site	No. of bins	Tipped as rubbish				Tipped as either 'Dry mixed' or 'clean recycling'			
			09.07.2018	16.07.2018	20.07.2018	23.07.2018	09.07.2018	16.07.2018	20.07.2018	23.07.2018

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July	The Beacon Centre	8	5	3	1	8	3	5	7	0
	Penncroft Car Park	9	9	6	2	3	0	3	7	6
	Waitrose	7	0	2	2	0	7	5	5	7
	Summers Road Car Park	5	5	n/a	1	5	0	n/a	4	0
	The Broadway Car Park	8	8	4	3	8	0	4	5	0
	Packhorse Road Car Park	9	0	2	9	4	9	7	0	5
	Evreham Centre	5	4	3	n/a	1	1	2	n/a	4



By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
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