

**CHILTERN, SOUTH BUCKS & WYCOMBE JOINT WASTE COLLECTION
COMMITTEE**

Meeting - 22 July 2019

PRESENT: Councillor Mrs J Adey (Wycombe DC) (Chairman)
Councillor G Hall (Wycombe DC)
Councillor Ms C Jones (Chiltern DC)
Councillor M Smith (Chiltern DC)
Councillor Ms L Sullivan (South Bucks DC)

OFFICERS IN ATTENDANCE:

S Anthony (Joint Waste Team)
N Dicker (WDC)
S Gordon (Joint Waste Team)
V Hunt (Consultant)
C Lynam (Joint Waste Team)
C Marchant (CDC/SBDC)
S Markham (CDC/SBDC)
P Druce (Democratic Services WDC)

APOLOGIES FOR ABSENCE:

S Bambrick (CDC/SBDC)

43. **ELECTION OF CHAIRMAN**

Councillor Mrs Julia Adey was nominated and seconded as Chairman of the Joint Waste Collection Committee for the Municipal Year 2019-2020.

This was agreed by the Committee

RESOLVED: That Councillor Mrs Julia Adey serve as Chairman of the Committee for the current Municipal Year

44. **APPOINTMENT OF VICE-CHAIRMAN**

Councillor Ms Caroline Jones was nominated and seconded as Vice-Chairman of the Joint Waste Collection Committee for the Municipal Year 2019-2020.

RESOLVED: That Councillor Ms Caroline Jones serve as Vice-Chairman of the Committee for the current Municipal Year.

The Chairman thanked Councillor Michael Smith for his considerable input into the running of the Joint Waste Collection Committee over the last two years in his role as Chairman, similarly thanking Councillor Caroline Jones for her willingness to step into the Vice-Chairman's role, and mentioned she had been a councillor for four years.

45. **MINUTES**

The Minutes of the Chiltern, South Bucks & Wycombe Joint Waste Collection Committee held on 28 February 2019 were approved as a correct record.

46. **DECLARATIONS OF INTEREST**

Councillor Ms L Sullivan declared an interest as a Buckinghamshire County Councillor.

47. **PRESENTATION ON CUSTOMER EXPERIENCE STRATEGY**

Callum Lynam (Joint Waste Team) gave Members a presentation (hand-outs attached – **attachment 1**) in which he outlined experiences 'so-far' in respect of the CRM (Customer Relationship Management) system.

The problems experienced before the adoption of the system were explained, the system now provided a single system to deliver a service that not only met customer needs, but enabled assessment against SLA's (Service Level Agreements) and targets.

The surge of new cases at the adoption of the system did not represent a spate of incidents on a common theme, but merely the recording for the first time ever of the incidents that came in previously and were dealt with, but had previously not been recorded.

From the system officers could learn far more about the customers, their needs and the service being delivered.

The common / similar format of the forms utilised by the public online and those by customer service operatives was outlined, this led to a uniformity of approach.

Public users could set up customer accounts online, which it was hoped would be extended to various other Council services in due course, a record of their experiences and cases would feature.

Statistics regards usage since the live date of 24 June 2019 were outlined. Some firewall problems and closure notice issues had been experienced and resolved.

The benefits of the 'we are aware' responses usable on the system, regards multiple reports was commended. Similarly the ability to ask questions about missed deliveries establishing whether such was for the 'one property only', for 'one property and a neighbour' or genuinely for 'the whole street' was explained.

'Unjustified' tickets being issued to public users when such should only initially be viewable to agents was being worked on.

Members had a number of queries clarified and made a number of points as follows:

- Officers agreed to come back on the issue of developers not funding bins on new developments, was such being missed?
- It was confirmed that the key pad featured could be amended; with additions, deletions and adaptations if necessary;
- Members present were encouraged to sign into the system and register so that they could experience it from the customer viewpoint;
- It was confirmed that the system when used online resulted in e-mail updates, telephone contact was still operated and details would be entered on the system by the operatives receiving the phone call;
- It was agreed that Callum would update the Cabinet Portfolio holders on a monthly basis in a short direct report on progress with the system;
- Yvonne Hadlames (Customer Service Manager) was to be approached to organise a visit to one of the centres utilising the system by Cabinet Portfolio-holders to see the system in operation;
- It was confirmed that there were currently 6 vacancies in the Customer Services section and that these were in the process of being filled;
- The attachment would prove to be a good resume of the current situation with the Customer Relationship Management System for members to share with their colleagues: and
- Whether this system was to be extended to cover fly-tipping (currently dealt with via the BCC website), whereby an 'already aware' system could be operated, was a decision to be made by the new Unitary Authority.

48. **JOINT WASTE SERVICES HIGHLIGHT REPORT**

Sally Gordon took Members through the Programme Highlight report appended to the agenda, outlining the following:

- In respect of **Headline Service Statistics**; the substantial increase in the number of bulk bin properties was as a result of property growth, which was putting further pressure on front line rounds;
- A detailed synopsis of the changes to staffing in respect of the **staffing resources outcome** was given;
- The reduction of the 8 CDC **recycling centre** sites to 3 and these to be further reviewed in October was referenced;
- It was confirmed that DCLG (Department of Communities and Local Government) monies had been utilised to promote dry mixed material recycling with target audiences ahead of the new Unitary Authority;
- The **overspend** for WDC was in respect of the Marlow-by-pass cleanse as requested;
- Simon Anthony's team's meeting with Serco Management was referenced and a meeting between Serco Management and the Portfolio-holders was proposed;
- In respect of **Complaints** the considerable increase in Quarter 4 in respect of SBDC would be reported back on in due course; whilst figures for the 1st quarter would be shared with Members in the near future; and
- Specific issues on the submitted Risk register were referenced; particularly the upgrade in risk status relating to the Unitary Status under 'Legal & Contract'.

RESOLVED that the Report and the information be noted.

49. **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)

50. **RECYCLING END DESTINATIONS**

Callum Lynam updated the Meeting on the contents of the Report held in exempt session due to the unverified status of the data contained.

Initiated due to the interest in the destination of recycled waste as a result of recent TV documentaries where waste from Milton Keynes had been found in landfill sites in the Malaysian rainforest, the Report saw no waste from either Wycombe or Chiltern being exported to Asia. Of the 20% exported this went to EU countries only.

A small amount of card board extracted from mixed recycling (which was of reduced quality) collected in South Bucks was destined for Asia but officers were happy that this was being recycled correctly.

Members thanked officers for this comprehensive report which they felt should be shared amongst the wider Councillor membership of the 3 authorities.

Officers also emphasised that where use could be made of the BCC EfW (Energy from Waste) site at Greatmoor this was always promoted for those items not recyclable.

RESOLVED that the Report and the information be noted.

51. **WASTE PROCUREMENT PROGRESS HIGHLIGHT REPORT**

Vincent Hunt consultant to the project spoke to this Report emphasised the good progress made in respect of the procurement, focussing in on the risks featured in the Report in detail. An affordable service was being pursued which was to be both economical and sustainable and include the resources and provide services with full compliance specification.

Mr Hunt reported on recent developments re the procurement in respect of referral to the Shadow Executive of the new Buckinghamshire Council.

The limited options in respect of the alternative of extension of the current contract beyond the expiry date of the end of 2019 was explained.

Sue Markham; legal officer updated the Meeting on her ongoing input to the Shadow Authority on the procurement and the legal implications.

The Meeting took on board the comments of officers and agreed that Members present support these and express this support to fellow Councillors from their authorities who sat on the Shadow Executive.

RESOLVED that the Report and the information be noted.