



**MINUTES** of the Meeting of the  
**CHILTERN, SOUTH BUCKS & WYCOMBE JOINT WASTE COLLECTION  
COMMITTEE**

held on **7 NOVEMBER 2019** at **CHILTERN DISTRICT COUNCIL**

**PRESENT:**

Councillor J Adey (Wycombe District Council) - Chairman  
C Jones (Chiltern District Council) - Vice Chairman  
M Smith (Chiltern District Council)  
L Sullivan (South Bucks District Council)

Officers: S Bambrick (CDC/SBDC)  
C Marchant (CDC/SBDC)  
S Markham (CDC/SBDC)  
S Anthony (Joint Waste Team)  
V Hunt (Consultant)  
D Sexton (Joint Waste Team)

**APOLOGIES FOR ABSENCE** were received from Councillors G Hall (Wycombe District Council)

**10 MINUTES**

The minutes of the Chiltern, South Bucks & Wycombe Joint Waste Collection Committee held on 22 July 2019 were approved and signed by the Chairman as a correct record.

**11 DECLARATIONS OF INTEREST**

There were no declarations of interest.

**12 SERCO IMPROVEMENT PLAN**

The Committee received a report which graphically illustrated Serco's missed collections.

The Waste Environment Manager reported that there had been a significant improvement in missed collections. This was credited to the improvement plan created by the Waste Team. Members noted the hard work of the officers in relation to monitoring SERCO performance

The Head of Environment explained that steps were being taken to ensure customers needs were met with regards to missed containers. He informed the Committee that there had been significant progress and the trajectory was positive.

There had been fortnightly meetings with SERCO with regards to performance issues to ensure targets were met. Officers aimed for the forthcoming formal monthly meetings to focus on contractual obligations.

It was clarified that call volumes relating to waste were decreasing and wait times were variable. Time taken to resolve issues are variable due to the varying complexity of issues. The Head of Environment reported that more internal testing would be performed to ensure systems were working optimally to meet customers needs.

The 'Hotspot List' was created, on this list were high priority properties. These were given top priority to ensure their bins weren't missed. The properties on this list had been reduced from 180 to below 90. Properties on this list stayed on for several bin cycles to ensure their bins were being reliably collected.

Members of the Public were encouraged to go online to report issues with waste collection. Ensuring waste collection systems were consistent across the 3 different councils was key to dealing with problems. Better information was now available for officers when SERCO had actioned a missed collection. If more issues were reported, officers were able to follow up.

Problems were often publicised online before going through the official channels and it was important for regular newsletters to be sent out providing service updates. It was noted that Officers would need to adequately manage public expectations when the new contract starts.

**RESOLVED - that the information be noted.**

## **13 JOINT WASTE SERVICES HIGHLIGHT REPORT**

The Committee considered a report providing an overview of the joint waste service for the period from April 2019 to September. 2019 This included the budget, key targets, formal complaints and key risks. During the discussion the following key points were made:

Officers informed the Committee that housing growth represented a challenge for the Council, especially communal properties. It was clarified that there were planning guidelines in place at all councils to ensure waste collection provision was taken into consideration.

The Waste Service Manager paid tribute to his team for turning around issues quickly. He reported that there was currently 1 vacant post, this was for an Administration Officer.

The Committee asked for a report on fly-tipping. Members brought up specific instances of fly-tipping. Officers clarified that fly tipping was dealt with by different teams, these included the District Councils, the County Councils and Highways. This sometimes led to communication difficulties; Officers were looking to amalgamate methods from each authority to encourage a better result for customers. Members encouraged the Head of Environment to pursue this.

Members requested that Service Default Deductions be included on the report in future.

It was reported that recycling rates had reached their 2020 target of 50% and that the national waste recycling rate is 44%.

**RESOLVED - That the report be noted.**

## **14 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.*

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

## **15 PROCUREMENT HIGHLIGHT REPORT**

The Committee considered a restricted report which updated Members on the Joint Waste Collection Procurement.

Members were informed of the progress of the procurement and the alterations to dates within the timeline. It was explained that it was on schedule and due to be completed by its expected date.

**RESOLVED – That the report be noted.**

**The meeting ended at 11.18 am**