



Chiltern, South Bucks & Wycombe Joint Waste Collection Committee

Monday, 27 January 2020 at 10.00 am

Room 6 - Capswood, Oxford Road, Denham

A G E N D A

Item

1. Evacuation Procedure
2. Apologies for Absence
3. Minutes (*Pages 3 - 6*)

To approve the minutes of the Chiltern, South Bucks & Wycombe Joint Waste Collection Committee held on 7 November 2019.

4. Declarations of Interest
5. Waste Service Highlight Report (*Pages 7 - 16*)
6. 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).

7. Procurement Highlight Report (*Pages 17 - 36*)

Reasons for restriction: Paragraph(s)

8. Serco Improvement Plan (*Pages 37 - 38*)

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: J Adey (Chairman)
C M Jones (Vice-Chairman)
M Smith
L Sullivan
G Hall

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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

Joint Waste Services – Programme Highlight Report

Meeting	Joint Waste Collection Committee	Location	Wycombe District Council
Date/Time	14 January 2020	Period Covered	Quarters 2 & 3 –October to December 2019
Headline service statistics – CDC/WDC & SBDC			

Detail	Joint Waste Service				SBDC				Overall Totals Comments	
	Qtr 2 2019/20	QTR3 2019/20	Difference to previous Qtr	% of total properties	Qtr 2 2019/20	QTR3 2019/20	Difference to previous Qtr	% of total properties		
Total number of properties	113,568	113,844	+276		29,499	29,810	+469		143,067	SBDC – figure as at 13/01/2020 from Neil Revenues & Benefits CDC/WDC figures from BLPU data.
Population	270,568	270,568	N/A		70043	70043			340,611	Based on ONS mid-year projection. Updated in Arpil.
Nos of assisted collections	2555	2597	+42	2.28%	952	920	-32	3.12%	3,507	Decrease due to people no longer living at the address etc.
No of clinical collections (including sharps)	1309	1307	-2	1.15%	52	30	-22	0.10%	1,361	Biffa have notified us of residents that have not been presenting bags any longer.
No of bulk bin properties	14064	14177	+113	12.45%	2678	2738	+60	9.28%	16,742	Work continues on Bulk bin stores. Preparing to add Round info to Contender.
No of chargeable garden waste subscriptions	15811	15295	-516	13.44%	7434	7376	-58	25.00%	23,245	Reduction expected for this Quarter owing to Season.

Joint Waste Services – Programme Highlight Report

Joint Waste Team – Current tasks, milestones & outcomes				
Task, Milestone, Outcomes		Comment	Planned deadline	Status
Customer Experience Programme (CEP)	MILESTONE	<p>The CRM Lite has been fully implemented save for add-ons like bulky waste collection booking function. The Admin team performed excellently to the end of November 2019 achieving the balance of outstanding vs open cases required.</p> <p>Regular meetings are held with Customer Service and CRM implementation team to ensure we're achieving maximum benefit from the new system.</p>	2019-2020	In progress
Staff resources	OUTCOME	<p>All Posts currently filled save for 1 x admin officer post which is held by agency staff.</p> <p>1 x project officer is expected to be on extended leave later on this year, this will dovetail in with potential mobilisation.</p>	November 2019	In progress
Contract Procurement	OUTCOME	Procurement is ongoing. Vincent to update later.	19/20	In progress
Communications/Projects	TASK	Calendar were all successfully delivered before the end of 2019.	Oct to Dec	Ongoing
CDC chargeable garden waste renewals	TASK	Renewals continue as per previous years, demand for the service remains positive. We are making changes in the renewal back office process to avoid GDPR breaches.	Continual	On-going
Recycling centres	OUTCOME	All recycling centres have been removed as of 10 January 2020. Local residents were written to about the changes. Cleansing and fly tip removal on the car parks will continue for 2 weeks.	December	Complete
Mobilisation	TASK	Extra demands will be placed on the Joint Waste Team during potential de/mobilisation. A resourcing and mobilisation plan is being prepared once future contractor known.	February	Yet to start
	TASK	Extension documents currently being signed at time of writing (14 Jan 2020).	January	In progress

Joint Waste Services – Programme Highlight Report

Serco Extension		Serco contract will end September 2020.		
Dog Waste Bin service	TASK	The Dog Waste Bin Collection service is being varied into the Serco contract. Heads of Terms have been agreed. CDC Legal are supporting preparation of documents etc.	February	In progress

Joint Waste Services – Programme Highlight Report

Budget – 2019/20 Qtr 3

CDC/WDC	Joint Budget	Estimated Outturn	CDC Budget	Final Outturn (Estm.)	WDC Budget	Estimated out turn	Comment
Contracted Costs	£8,753,225	£8,953,225	£3,343,385	£3,343,385	£5,609,840	£5,609,840	Draft Figures to be updated.
* Joint Client Expenditure	£983,030	£983,030	£327,518	£327,518	£382,786	£382,786	+ KPI default figures to be added.
Joint Client Income	-£2,151,700	-£2,151,700	£1,175,142	£1,175,142	-£976,558	-£976,558	+ £290k property growth figures.
Balance	£7,584,555	£7,784,555	£4,846,045	£4,846,045	£5,016,068	£5,016,068	+ £130k PCM from March for extension costs.

Budget – 2019/20 Qtr 3

SBDC	Budget	Final Outturn (Estimated)	Figures are correct
Contracted costs	£2,956,000	2,797,769	
Joint Client Expenditure*	£272,726	£272,726	
Additional budgeted expenditure	£93,520	£93,520	
Income	-£929,480	-£929,480	
Balance	£2,392,766	£2,392,766	

Joint Waste Services – Programme Highlight Report

Headline performance figures								
	2018/19 performance	2019/20 target	Jul 2019	Aug 2019	Sept 2019	Oct 2019	Nov 2019	Dec 2019
Recycling rate								
Joint waste contract	52.6%	53.00%	50.31%	55.097%	54.79%	56.10%.....	53.13%	Awaiting BCC data
						Figures yet to be validated by Waste Data Flow. CDC/WDC figures are per month.		
SBDC	53.41	53.00%	56.06%	56.39%	56.29%	55.95%	55.80%	55.30%
						Figures yet to be validated by Waste Data Flow. SBDC Figures are cumulative		
Missed collections by containers		Monthly performance aspiration						
Joint waste contract		1650	1211	792	860	902	1321	tbc
						Qtr 2 misses = 2,863. Monthly average = 954		
SBDC		<=100	69 (> 0.4%)	83 (> 0.5%)	99 (> 0.6%)	98 (>0.6%)	89 (>0.5%)	82 (>.5%)
						Qtr 2 misses = 251 Monthly average = 84 Qtr 3 misses = 269 Monthly average = 90		
Missed assisted collections by containers		Monthly performance aspiration						
Joint waste contract		170	139	69	81	112	108	tbc
						Qtr 2 misses = 289. Monthly average = 96		

Joint Waste Services – Programme Highlight Report

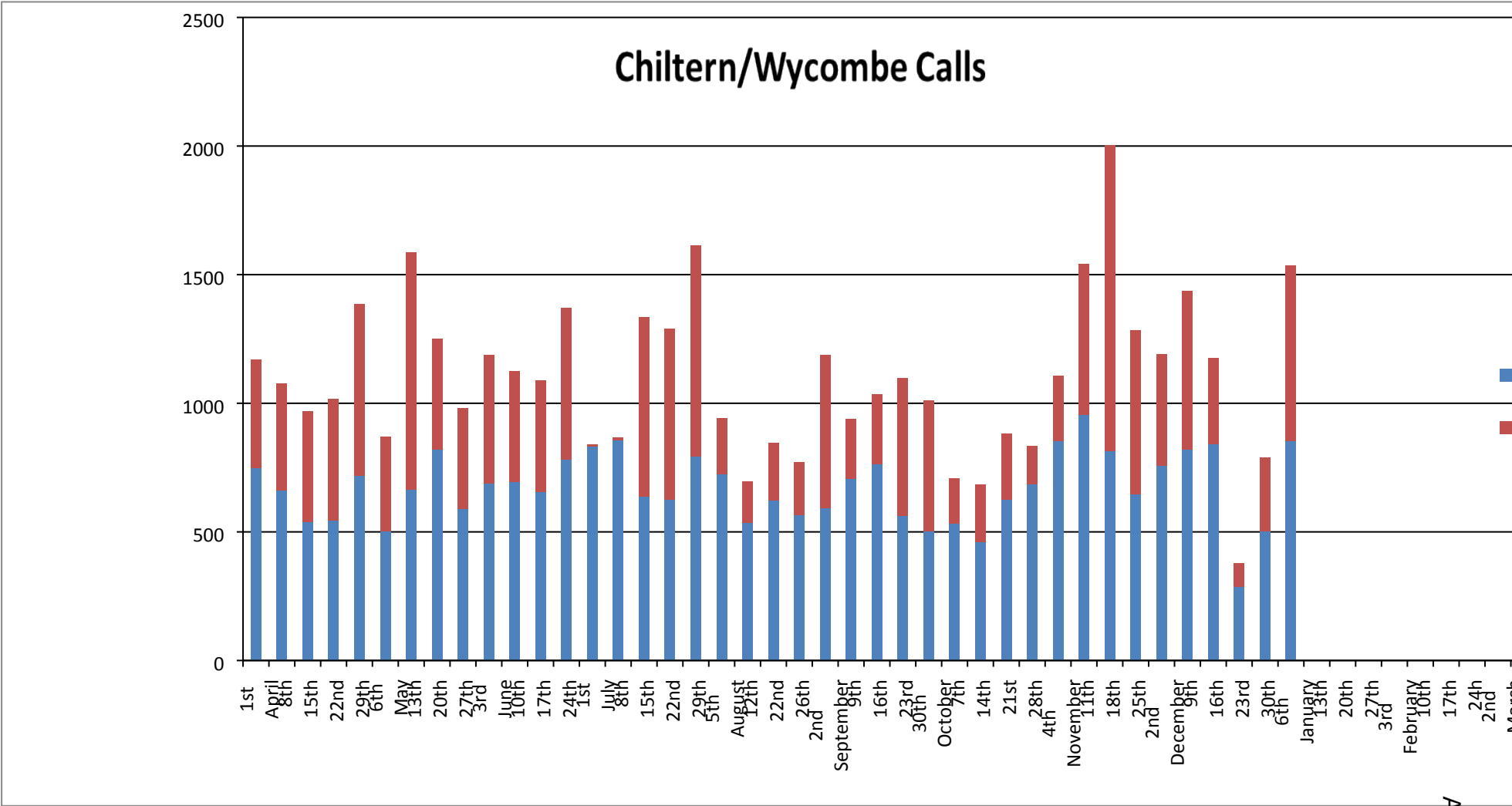
SBDC	<=30	24	29	12	25	21	15	Qtr 1 misses = 65 Monthly average = 21.6 Qtr 2 misses = 61 Monthly average = 20.3
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Customer Contact Statistics -

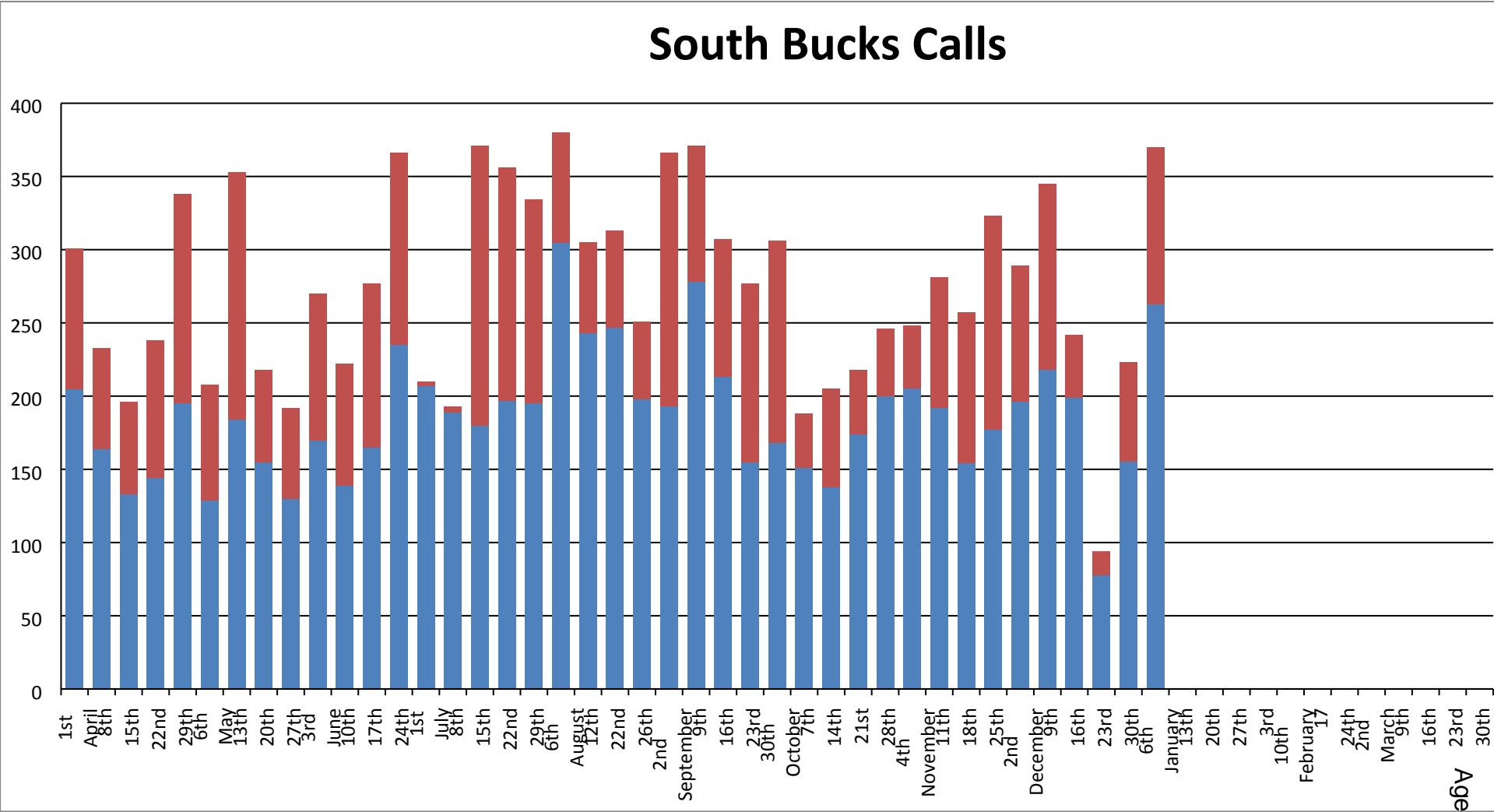
Customer Contact Statistics

Waste calls	Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec	
No of calls offered	6925	5665	5924	7668	4506	5583	3966	7046	6008	
No of calls handled	4052	3177	3531	4712	3457	4136	2969	3997	3899	
% Calls abandoned	41.49	43.92	40.40	38.55	23.28	25.92				
% Dealt with at first point of contact	58.51	56.08	59.60	61.45	76.72	74.08	74.86	56.73	64.90	

Joint Waste Services – Programme Highlight Report



Joint Waste Services – Programme Highlight Report



Joint Waste Services – Programme Highlight Report

Contractor Health & Safety Stats

6. Accident Reports – Serco 2019/20					
	*Q1	Q2	Q3	Q4	Comments
Total number of accidents	10	3			
Near Misses reported	40	46			
*RIDDOR	1	0			
3 rd party damage	6	3			
Accident Report- Biffa 2019/20					
	Q1	Q2	Q3	Q4	Comments
Total number of accidents	0	0	3		
Near Misses reported	9	7	7		
*RIDDOR	0	0	0		
3 rd party damage	0	2	1		

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

Risk register is attached as Appendix 1

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