

EAST DEVON DISTRICT COUNCIL

Minutes of a meeting of the East Devon Recycling and Refuse Partnership Board, held at Knowle, Sidmouth, on 15 January 2015

Present

Councillors:

Ian Chubb – Portfolio Holder, Environment (Chairman)
Tom Wright – Deputy Portfolio Holder, Environment (Vice Chairman)
David Cox - Portfolio Holder, Finance
Geoff Pook

Apologies:

Cllr Steve Gazzard
Cherise Foster
Steve Joyce
Nick Browning - SITA

SITA:

Dave Swire – SITA Regional Manager
Andy Williams – SITA Senior Contract Manager

Officers:

John Golding – Strategic Lead, Housing, Health and Environment
Andrew Hancock – Service Lead, StreetScene
Lisa Mansell – Communications and Public Affairs Manager
Paul McHenry – Recycling and Waste Contract Manager
Steve Maclure – Waste Management Officer
Amanda Coombes – Democratic Services Officer

The meeting started at 2.35pm and ended at 4.25pm.

***45 Minutes**

The minutes of the Recycling and Refuse meeting held on 27 November 2014 were confirmed and signed as a true record.

Andrew Hancock – Service Lead, StreetScene introduced the new Waste Management Officer, Steve Maclure to the Board.

***46 Declarations of interest**

None

***47 Matters arising**

None

48 Statistical information

Paul McHenry – Recycling and Waste Contract Manager reported that missed assisted collections were down from 21% to 9%. Missed refuse collections were also lower than the 11% national average. From the data the Board could see that Thursdays were a problem especially in Exmouth although the numbers of missed collections were decreasing. There

was an improved performance over all 5 days of refuse collection. Evidence of the improved service could be seen through the lack of complaints and fewer telephone calls to Customer Services and where an issue was raised SITA would respond immediately to rectify the situation. There were 65,500 collections each week for recycling in the district and including refuse waste this amounted to 100,000 weekly collections.

There were regular checks on eligibility for assisted collections. New waste bins were delivered usually within the same week as requested. Additional waste requests needed to be looked at for future planning of workload. It was commented on the speed in which SITA had turned previous problems around; it was acknowledged that Andy Williams from SITA with Paul McHenry and the Waste Team had gone through these issues to produce an action plan to overcome them.

RECOMMENDED: that the report be noted.

49 SITA performance improvement report

Andy Williams, SITA Senior Contract Manager updated the Board. Dog litter bins and narrow access issues were waiting Cloud Nine roll-out for routing as collected this waste was on the same vehicle as general refuse. This disposal to the Energy from Waste (EfW) plant not landfill, therefore, moved the disposal up the waste hierarchy - EfW was more cost effective than landfill disposal. The site change for the disposal of clinical waste was due at the end of January from Liskeard to Exeter.

The skip vehicle had been moved from SITA UK commercial collections division (based at Greendale Business Park) saving £1600 per month fleet cost. The skip vehicle was to be hired to SITA £50 per day 4 days a week saving £800 per month to fund the additional bin delivery vehicle. The subcontract for bring bank services was on hold until bank rationalisation had been completed.

New purple operative recycling transfer boxes had been trailed on one crew with all crews having new boxes by the end of the month – initial reports stated they were of better quality than previous boxes. Damaged replacement boxes supplied to residents and perception of the service was discussed. It was suggested that spare recycling boxes could be kept on all vehicles so badly damaged boxes could be replaced straight away.

Refuse Collection Vehicle & Recycling Vehicle Refurbishment – there was a new fitter and welder in place as well as a standing spare vehicle. The hot desk provision at Greendale to encourage closer working with the Council was working well. There was a full-time bin delivery vehicle and driver (relocated from clinical waste) in place. An additional four drivers were needed to bring the level up to the agreed allocation. However, with changes to clinical waste disposal, the service requirement drops to three additional staff; further mitigation was planned through investigation of apprenticeship schemes and alternative recruitment models.

The new bin storage at Greendale allowed SITA to store clean UPVC in an open air bin store within a secure compound. SITA would investigate the purchase of recycling containers (1100 & 660 litres) for the possible removal of some or all skip recycling bins to reduce costs if the Council was interested.

Apprenticeships/ alternative recruitment models was discussed. 11 CVs had been received with 4 being taken forward for the recruitment programme – Nordic and SITA would

investigate delivery of an apprenticeship/ ex-serviceman/ early leavers scheme – it was noted that no ex-servicemen had applied. Discussion continued on apprentices being paid a minimum wage of £2.73, with the general feeling being that the Council would be unhappy for this low wage be paid and to pay the same rate as their own apprenticeships (the living wage). The Council offered to advise SITA on the employment of apprentices as they stated this was an area they had no previous knowledge and were having to rely on information from Nordic. Dave Swire, SITA Regional Manager mentioned that a system to train supervisors was to sit alongside this scheme.

RECOMMENDED: that the performance report be noted.

50 Cranbrook service issues, to include re-scheduling of collections

Andy Williams, SITA updated the Board. Cranbrook was to be split into 2 phases unfortunately they were not aware of the 3rd phase of building with roundabouts already been established.

Phase 1 & 2

- Refuse Friday week 1 two man crew servicing 1000 properties.
- Refuse Monday Week 2 two man crew 900 properties.
- Both crews have scope to be extended by putting an extra Loader on each (1200 properties) without changing days.
- Recycling weekly three man crew Monday & Friday not much scope for growth.

Phase 3

- Monday - Recycling second day change or extra crew & vehicle. Refuse will cope with extra Loader to a degree.
- The future of the Cranbrook expansion would be mapped to analyse future workload.

The Board would in discussions with SITA and the Communications Team look into the Friday and Monday model for collections.

The issue of the high amount of contaminated recycled refuse was discussed; it was recognised that many residents had moved from Exeter where everything was collected in one box. A suggestion was made of a bin hanger label to be designed through the Communication Team for all residents with information on what could and could not be collected.

RECOMMENDED: that the report be noted and SITA, Board members and the Communication Team to look into the Fridays and Mondays collection plan.

***51 Any other business, to include in-cab trial of Cloud Nine**

Andy Williams reported that the Cloud 9 trial had started and was working well. He acknowledged that perhaps SITA's own IT team could have been included in discussion from the beginning as there were now some teething problems with software etc. The trial was being suspended while this IT work was being updated. Some initial issues were the tablets were not charging from the cigarette lighter chargers in the cabs – again IT was working on this. Andy was unsure of the exact date as to when the technology would go live

across all vehicles but assured the Board once computers and data cleansing had been corrected this would speed things up considerably. It was noted the importance of Customer Services to be able to read the data as it updates to get a 'real time' report on street collections. Cllr Pook asked for a brief demonstration on Cloud 9 progress, budgets and IT was put on the next Board's agenda. The Board was reminded the reason for the use of this technology was down to cost and service efficiencies.

SITA informed the Board of some good news stories. They were helping Otter Rotters in their planning and legal work to attain the Wood Farm composting site and moving forward to get a second site at Feniton. SITA have 2 new Development Officers who were looking into delivering roadshows at Cranbrook. Andy Williams would give their contact details to the Communications and Public Affairs Manager.

RESOLVED: that the report be noted and an update report from SITA on Cloud 9 be brought to the next meeting.

***52 Exclusion of contractual partners due to the nature of the items which will include business plans and future contract arrangements**

The Council's contractual partners were asked to leave the meeting at this point as the Board wanted to discuss various commercially sensitive issues including business plans and future contract arrangements.

***53 Draft Cabinet report**

John Golding, Strategic Lead, Housing, Health and Environment informed the Board the report was well received at Cabinet and they wished to be kept informed of the procurement process. The report provided an update on the preparations for the continued delivery of a high quality refuse and recycling service on expiry of the current contract in March 2016. Two main options were being explored for future service delivery – an EU compliant procurement process, and Integrated Devon Waste, a local authority owned company with DCC and neighbouring local authorities.

The report majored on the procurement process, as the business case for Integrated Devon Waste has been delayed. In order to protect the Council's interest and to maintain services to residents, commencement of the early stages of the procurement journey had begun and had considered the purpose of the service and 'what matters' to customers, which in turn would influence the service specification.

A considerable amount of preparation had been undertaken over the past few months. With help from the Environment Think Tank, Recycling and Refuse Partnership Board, and Contract Commissioning Group, the Board had reviewed the elements of the service, produced an outline specification and various procurement documents.

RESOLVED: that the report be noted with future updates being sent to Cabinet.

***54 Update on Integrated Devon Business Case**

The Strategic Lead, Housing, Health & Environment presented a report on the background to this business case. Devon County Council, East Devon District Council and Teignbridge District Council (the 'DEET' authorities) had commissioned from the specialist consultants

Eunomia a business case for stronger shared working arrangements in waste management. The savings modelled in the report were attractive but the question was asked could the same savings come from different contractual arrangements? EDDC would continue to follow the present procurement process and had informed the other DEET partners of this. A process of due diligence would ascertain the quality of the business case. A meeting was to be held shortly with all authorities to confirm the details of the case for funding the partnership and the possible cost sharing arrangements that would operate.

RESOLVED: that the report be noted.

***55 Progression of collection contract procurement**

The Recycling and Waste Contract Manager updated the Board that officers were no longer going ahead with the PIN notice. The Contract Notice was to be released next week with the Bidders Open Day to be held on 18 February from 11.30 – 2.00pm at Knowle in the Council Chamber. This was an excellent opportunity for officers to discuss issues such as clinical waste and nappy collections with potential bidders. It would also be a good opportunity for interested companies to get an idea of what the Council was looking for before submitting any bids. It was hoped the Council would be in a position to award the new contract in November/December 2015.

RESOLVED: that the Procurement timetable be noted.

***56 Three/Four weekly refuse collections and potential for trial in 2015**

Paul McHenry updated the Board on extending the frequency of refuse collection from the current fortnightly frequency as part of a trial to extend and improve the recycling service. The move to a less frequent collection of residual waste had been trialled by several local councils. However, it is known that in Falkirk Council a complete roll-out of three weekly refuse collections had taken place successfully. It was discussed that officers from Falkirk council would be approached to ask if they would visit EDDC to present their experiences.

The benefits of a less frequent refuse collection service, combined with an improved recycling service was discussed. The benefits are seen to be;

- An improved recycling rate
- Less waste collected for disposal
- An improved recycling service to include items such as cardboard and mixed plastics
- Lower overall collection costs

It was agreed that any change to refuse collection frequency had to be part of an overall improved kerbside collection service involving collection of a wider range of recyclable items. It was also agreed that any amendments to collection frequency of refuse had to be accompanied with a trial of separate collection of nappy/clinical waste.

Members are open to a trial of an improved recycling service combined with three/four weekly refuse collection. A suitable location for a trial of three/four weekly collections was discussed and members suggested that there may be several areas within the district that could be suitable. Members would like to see an area chosen with a mixed demographic of age of homeowners and property type.

RESOLVED:

- that the update be noted
- Paul McHenry and Andrew Hancock investigate costs of inviting officers from Falkirk Council to present findings of their work on kerbside recycling and waste collection to EDDC members before a decision was finally made.

***57 TEEP**

From January 2015, new regulations for public and private waste collectors required the 'separate collection' of paper, plastic, metals & glass for recycling. The aim was to increase the quality and quantity of recycled material by reducing contamination. This would improve the environment, help the economy and reduce the illegal export of waste. The Environment Agency was the body to enforce these regulations in England.

The new regulations were the revised Waste Framework Directive which required the UK to take measures to promote high quality recycling, was discussed. The Recycling and Waste Contract Manager stated he was confident the Council would compare favourably against the new TEEP regulations. The Environmental Agency could check the service it presently provided in order to assess if the Council was compliant. It was suggested this would be very useful before the new contract was awarded.

RESOLVED: that the update be noted.

***58 Any other business**

None

***59 Date of next meeting**

RESOLVED: that a meeting of the Recycling and Refuse Partnership Board be held on and after the Bidders Open Day.

Chairman Date.....